

# Lyons Hall Primary School

## Complaints Policy

# Lyons Hall Primary School Policy on Complaints

## 1 Introduction

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the Academy is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the Academy follows in such cases.
- 1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the Academy, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures laid down by the LA. If the Academy itself cannot resolve a complaint, those concerned can refer the matter to the LA.
- 1.4 All parents and carers have the right, as a last resort, to appeal to the Secretary of State for Education and Skills, if they still feel that their complaint has not been properly addressed.

## 2 Aims and objectives

- 2.1 Our Academy aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## 3 The complaints process

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our Academy, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at Academy, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Should any parents or carers have a complaint about the headteacher, they should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the Academy, but if parents or carers are unhappy with the outcome, they can make a formal complaint, as outlined below.
- 3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the Academy has handled it so far. The parent should send this written complaint to the chair of governors.
- 3.5 The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The Academy gives the complainant at least three days' notice of the meeting.

- 3.6 After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7 If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the Academy or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.
- 3.8 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education and Skills.

#### **4 Monitoring and review**

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the Academy, and records how they were resolved. Governors examine this log on an annual basis.
- 4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed every two years, or before if necessary.

**Policy Draft Date:**

**Policy Ratified by Governors Date:**

**Policy to be updated:**