

The Mulberry Primary School



○ Learning and Achieving Together ○

Complaints Policy

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<i>Policy Status</i>	<i>Statutory</i>
<i>Policy Originator</i>	<i>The Mulberry Primary School</i>
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Complaints Policy

1 Introduction

- 1.1** We believe that our school provides a good education for all our children, and that the Headteacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.
- 1.2** If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's Class Teacher immediately.
- 1.3** For any complaints regarding Child protection, the Child Protection Policy should be referred to.
- 1.4** We deal with all complaints in accordance with procedures set out by the LA. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.
- 1.5** All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2 Aims and objectives

- 2.1** Our school 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 and, in all cases, we put the interests of the child above all other issues. 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 school, they should, in the first instance, discuss the matter with their child's Class Teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- 3.2** Where a parent feels 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 or complete a complaints form (appendix 1). The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
- 3.3** Should a parent have a complaint about the Headteacher, s/he should first make an informal complaint to the Chair of Governors by completing a complaints form (appendix 1). The Chair

of Governors will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he 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 full Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors, The Mulberry Primary School, Parkhurst Road, Tottenham, London N17 9RB. The complaints will be treated with confidentiality.
- 3.5** The Governing Body should consider all written complaints within three weeks of receipt. This will normally be done by a sub-committee of the Governing Body consisting of at least 3 non-staff members. This sub-committee is empowered to call witnesses and consider evidence. The complainant and any witnesses would be given at least three days' notice of such a meeting.
- 3.6** After hearing all the evidence, the Governors 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. The outcome of any such sub-committee meetings will be reported to the full Governing Body at the next meeting under part 2.
- 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 school 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.

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 school 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 parents, so that they can be properly informed about the complaints process.

Appendix 1
The Mulberry Primary School
Complaint Form

Your Name:	
Relationship with the school (eg parents etc)	
Your address	
Phone Number	
Details of the complaint (please give dates, times, place etc)	
Continue overleaf if necessary	
What action have you already taken to resolve the complaint (who have you spoken / written to etc. What was the outcome?)	
What do you feel could resolve this issue now?	
Signature	Date
School Use	
Date received	
Acknowledged on	by
Complaint referred to	
Date	