

Complaints Policy

Hawthorn Primary School



Approved by: Finance and Staffing

Date: April 2023

Last reviewed on: April 2023

Next review due by: April 2026

Hawthorn Primary School, aims to resolve all complaints at the earliest possible stage, and where possible, informally, and is dedicated to continuing to provide the highest quality of education possible throughout the procedure.

We give careful consideration to all complaints and deal with them as swiftly as possible. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

This policy has been created to deal with any complaint against a member of staff or the school as a whole, relating to any aspects of the school or the provision of facilities or services.

This policy outlines the procedure that the complainant and school must follow. Once a complaint has been made, it can be resolved or withdrawn at any stage.

If a complainant is concerned about anything to do with the education or care that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher.

You may wish to talk to a member of staff you know and feel comfortable talking to. In most cases the member of staff will be able to resolve your complaint.

Where the complainant feels that a situation has not been resolved through contact with the member of staff, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head Teacher. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Complaints are normally resolved at this stage.

Should the complainant have a complaint about the Head Teacher, they should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor must do all they can to resolve the issue through a dialogue with the school, but if complainant is unhappy with the outcome, they can make a formal complaint.

Only if an informal complaint fails to be resolved, a formal complaint can be made to the 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 complainant should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the complainant to attend the meeting, so that they can explain the complaint in more detail. The school must give the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the complainant about it in writing. The governors do all they can at this stage to resolve the complaint to everyone's satisfaction.

If the complaint is not resolved, the complainant may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting consisting of an independent Governor panel will be held to consider

all the evidence and make a further judgement in an attempt to resolve the complaint.

If the complainant is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

Monitoring and review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head Teacher files all complaints received by the school and how they were resolved. Governors examine this log on an annual basis, but will be informed of complaints in the next scheduled meeting following the complaint.

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/carers, so that they can be properly informed about the complaints process.