



Hawthorn Primary School Complaints Policy

At Hawthorn Primary we hope you will never have a need to complain about us. Many issues can be resolved informally, without the need to implement a formal procedure. At Hawthorn Primary School we take all worries seriously and will make every effort to resolve the matter as quickly as possible. We feel that taking informal concerns seriously and working together, we can resolve such issues and avoid formal complaints in the future.

However, if there is an occasion when complainants wish to raise their concerns in a more formal manner, the school offers several simple steps to follow; making sure your complaint is dealt with promptly and professionally

Stage One:

If you have any worries or concerns, you can discuss these with any member of staff. All staff are aware of the complaints procedure and will be more than happy to listen to your concerns.

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.

Sometimes they will suggest that you go to the head teacher with a complaint especially if it is about another member of staff.

If you want to complain about the head teacher, then the member of staff will tell you how to get in touch with the Chair of Governors to make your complaint.

Any complaint will be taken seriously; your children are very important to us too.

You could also make a complaint to one of the parent governors but they will tell you to come and talk to the head teacher in the first instance, unless it is a complaint

about the head teacher in which case they will again put you in touch with the Chair of Governors.

It helps everyone if a complaint is raised as soon as possible and it is advised that it is raised within 3 months of the incident. However, this is not a strict cut off point and Hawthorn Primary school are committed to resolving your complaints.

Stage Two:

If the complaint has been passed to the head teacher or has come directly to the head teacher, she will investigate the facts of the situation. This may not happen immediately (i.e. the same day) However, A clear timescale will be given where possible in resolving a complaint.

Brief notes of the complaint will be recorded and any written response to the complainant will be added to the record. Complainants have the right to copies of these records under the freedom of information and Data Protection Acts. Refer to the new Data Protection Policy May 2018 to ensure GDPR compliance.

Once the head teacher has established the facts regarding the complaint it will be up to her to decide the next step.

She will take the appropriate action and make sure that you know how the situation has been resolved.

Stage Three: Complaint Heard by Governing Bodies

If you are complaining about the head teacher, or if you are not satisfied with the way the head teacher has dealt with your complaint then you should complain to the Chair of Governors. You should put your complaint in writing using the form attached and hand it in at the school office in a sealed envelope. It will be passed to the Chair of Governors as soon as possible.

Complainants have the right to request an independent panel, if they believe there is a possibility of bias in the proceedings. Hawthorn Primary will consider such a request, however, the decision remains ultimately with the governing body.

If the Chair of Governors cannot resolve the complaint individually then it will be sent to an appeal hearing.

The governors' appeal hearing is the last school-based stage of the complaints process.

Individual complaints would not be heard by the whole GB at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The appeal committee consists of several members of the governing body who are not involved in the original complaint. (In other words there would not be a teacher on the panel if the complaint was about a teacher.)

The panel would invite you to a meeting where you can explain your complaint. Don't worry everyone will be very helpful and supportive. We all want to get things right.

The panel will be independent and impartial and the hearing will be conducted in an informal manner with everyone treated with respect and courtesy.

Extra care and support will be offered when the complainant is a child/young person and is present during all or part of the hearing. All efforts will be taken to avoid the child/young person feeling intimidated and the panel will respect their views and offer them equal consideration.

After hearing all the evidence, the panel will inform you in writing of their decision.

If you are still not happy then you can get in touch with the Director of Welfare Care and Learning at the Civic Centre

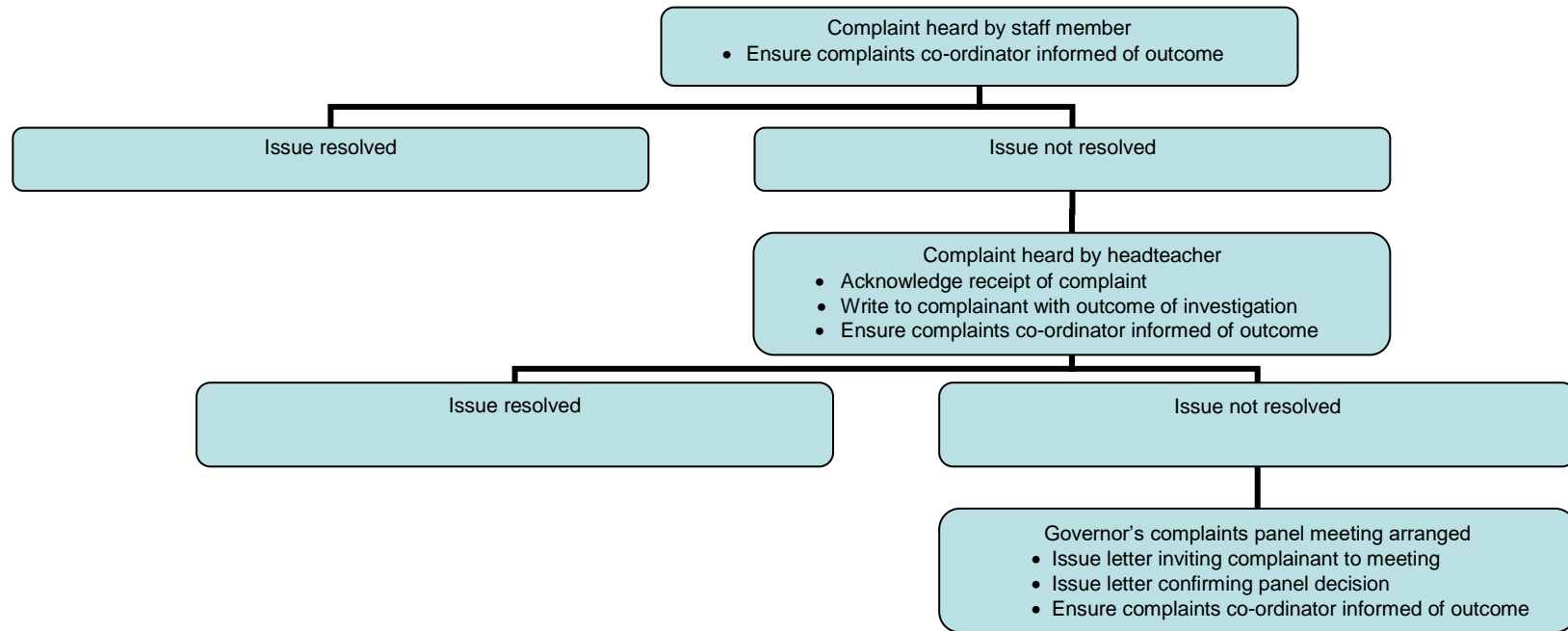
He will try to help but if not you can appeal to the Secretary of State for Education in London.

The Governing Body monitors complaints. All complaints are logged and procedures reviewed regularly.

Last review: November 2017

Flowchart

Summary of Dealing with



Hawthorn Primary School complaint form

Please complete and return to the chair of governors who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.

(Who did you speak to and what was the response)?

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What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

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**Governors – December 2017 – F/S/H & S Committee
Review – December 2020
Headteacher
Links with other policies:
Data Protection**



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