

Anonymous Complaints

If an anonymous complaint includes an allegation of criminal conduct or if it concerns a child protection matter it is recommended that it should be treated in the same way as any other complaint of this kind. In other cases, any person receiving an anonymous complaint needs to make a judgement as to whether it should be investigated. All anonymous complaints may be recorded and reviewed periodically. If the outcome of a complaint is that a school is shown to be at fault, then the school will make amends in an appropriate way.

Withdrawal of Complaints

Withdrawn complaints will be recorded and acknowledged by letter.

Recording Complaints

A record of complaints is important

- * to monitor the progress of a complaint
- * to provide evidence that the complaint was considered and of the outcome
- * to identify trends or recurring themes in complaints cases
- * to compile reports to governors and others on complaints.

The record of complaints will be retained for three school years including the year in which the complaint was finalised.

Reporting and Monitoring Complaints

The Headteacher, or nominated officer, will compile a report for governors summarising key trends and issues on complaints twice a year. One of which will be included in summary form in the schools Annual Report to Governors and Annual Report to Parents.

The purpose of this reporting mechanism will be to allow the governing body to consider the number and subject of complaints, identify any trends or areas for concern and make recommendations for action.

THE THREE EASY STEPS...

Step 1 - Informal Stage

You must contact the **Headteacher** of the school first as the vast majority of complaints are resolved at this stage

Step 2 - Formal stage

All complaints will need to be addressed to the **Chair of the Governing Body** at the school in writing where they will be thoroughly investigated and a response made in writing.

Step 3 - School Complaints Committee

If you are unhappy with the investigation you must write to the school and request the Clerk to the Governing Body convenes the Complaints Committee of the Governing Body to review your complaint.

There are other statutory processes for complaints and appeals relating to the curriculum, Special Educational Needs (SEN), religious worship, admissions, exclusions, staff grievance, teacher capability and staff disciplinary.



Nant-y-Parc Primary School



Complaints



i Parents' i

Information Leaflet

School Complaints

The Governing Body of Nant-y-Parc Primary School take all complaints very seriously as we are committed to providing high-quality education. We aim to make the schools complaints procedure easy to follow with three easy steps. (Please see the back of the leaflet.)

The full version of the complaints policy is available from the school.

Role Of a Complaints Procedure

A complaints procedure is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and if well founded, addressed in an appropriate and timely fashion.

A complaints procedure provides a framework so that:

- * Anyone with an interest in the school (parents, members of staff, governors, pupils, members of the local community and others) is clear how they can express complaints, and how they will be responded to at each stage.
- * School staff and governors are clear about their roles and responsibilities in responding to complaints.
- * Schools can learn lessons and improve procedures as a result of individual cases and monitor long-term trends.
- * All parties are assured of a consistent, documented approach.

Definition of a Complaint

A school- based complaint is an expression of dissatisfaction, an utterance of grievance or formal accusation made by a person or persons against the school. A complaint can be verbal or in writing.

Definition of a complainant

A complainant is someone:

- * Who allegedly has been wronged; or
- * Whose child(ren) has been wronged i.e. a parent, guardian or other person with parental responsibility; or
- * Someone representing a person in one of the above groups
- * Anyone with an interest in the school including members of the local community.

Investigating Complaints

At each stage the person dealing with the complaint will make sure that they:

- * establish what has happened so far, and who has been involved;
- * clarify the nature of the complaint and what remains unresolved;
- * meet with the complainant or contact them if unsure or further information is necessary;
- * clarify what the complainant feels would put things right;
- * talk to those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- * approach matters with an open mind and;
- * keep records.

Handling Information

A general principle is that an accused person is entitled to know the substance of the accusation. However, there are cases where the governing body may decide to withhold information e.g. where there is a need to protect the source (or there is a legal reason why the information should not be released) or to meet data protection requirements.

Complaints Involving Pupils

Where a complainant is a pupil under the age of 16 years, the complaint may be pursued by the child's parent or guardian. Where someone other than a pupil or parent is pursuing a complaint on their behalf, this can be done only with the consent of the pupil or parent. Evidence provided by a pupil under the age of 16 must be done voluntarily and with parental or guardians consent.

The governing body will be sensitive to fact that appropriate techniques are needed when hearing evidence from a child witness to ensure that the child's view is properly heard. **Separate guidance will be issued on the specific arrangements for dealing with complaints involving pupils to include the support that should be given to pupils and advocacy arrangements.**

Timing

Every effort will be made to investigate complaints promptly. It is recognised that complaints procedure can be stressful to all parties and delay can cause further unnecessary stress. It is also recognised that during a protracted process memories may fade or positions become entrenched. All parties will be kept informed throughout the process. Timescales identified in days refer to school working days. Complaints received during school holiday times will be addressed at the start of the next available school working day.