



Elton Primary School & Nursery

# Complaints Policy

*In our school, the wellbeing and education of all our children comes first*

<b>Full Governors</b>	Summer 2017
<b>Review</b>	Summer 2018

## **COMPLAINTS POLICY**

### **MISSION**

**We provide a safe and inclusive learning environment where everyone is valued and encouraged to reach their full potential.**

### **BACKGROUND**

Under Section 29 of the [Education Act 2002](#), Governing Bodies of all maintained schools in England have been required to have in place a procedure to deal with complaints relating to the school. The law also requires the procedure to be publicised.

There is a difference between a concern and a complaint; taking informal concerns seriously at the earliest stage will reduce the number that develop into formal complaints. The formal procedures will need to be invoked only when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

This policy and associated procedure sets out the schools approach to dealing with parental concerns and complaints. Further details of how we handle them are contained in our procedures document, Complaints Procedure, which you can obtain on request from the school office or from the school website.

### **AIMS**

We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

We will endeavour to be fair, open and honest when dealing with any complaint and will always put the interests of our children above all else. We will give careful consideration to all complaints and we aim to resolve any complaint through dialogue and mutual understanding.

We will treat all concerns and complaints seriously and courteously and will advise parents, and others, of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately in front of pupils.

All school staff, and members of the governing body, have a copy of this policy statement and will be familiar with the school's procedure for dealing with parental concerns and complaints, to which they will have access as required and appropriate. This policy is available on the school's web site.

Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case.

The schools procedures will be reviewed regularly and updated as necessary.

Staff and governors will receive training in handling parental concerns and complaints as appropriate

Our complaints procedure will:

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible** and **publicised**;
- be **simple** to understand and use;
- Clearly define the stages of the process and ensure that the complaint is kept **informed** of where the complaint is in the process.
- be **impartial and non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent person where necessary and **appropriate**;
- ensuring all complaints are dealt with **courteousness**;
- respect **confidentiality**;
- address all the points at issue and provide an **effective** response and **appropriate** redress;
- provide **information** to the school's senior management team and governors so that services can be improved.