

The Levett School



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Positivity | Determination | Reflection | Integrity

DRAFT Complaints Policy

<i>Policy agreed by Governors on:</i>	
<i>Review date for Governors:</i>	June 2024
<i>Allocated Group/Person to Review:</i>	Headteacher
<i>Agreed frequency of Review, by allocated person:</i>	Every Two Years
<i>Last Review date:</i>	30/04/24

Lower School, Melton Road, Sprotbrough, Doncaster, DN5 7SB

Upper School, Lansdowne Road, Intake, Doncaster, DN2 6QN



Doncaster
Council

Vision Statement: "Where New Beginnings Start"

The vision is one of pupils who, by the time they leave the school, will be informed, self-motivated and responsible citizens, ready for their next phase of education.

Pupils will leave our school happy, with a sense of well-being and with positive memories of their experiences and achievements of their time in school.

They will be active learners who are able to tackle problems. They will be able to deal with the everyday demands of literacy, numeracy and technology and have a moral and spiritual awareness.

1 Rationale

- 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, the Headteacher, or the Chair of the Management Committee.
- 1.3 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.
- 1.4 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 are 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. 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 approach to the Management Committee, who is obliged to investigate it. The member in question 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 Management Committee. 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 the Management Committee.
- 3.5 The Management Committee must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.6 After hearing all the evidence, the members consider their decision and inform the parent about it in writing. The members do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 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 Management Committee monitor the complaints procedure, in order to ensure that all complaints are handled properly.
- 4.2 The Management Committee 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 on request, so that they can be properly informed about the complaints process.