



## Oughton Primary and Nursery School

### Summary of Complaints Procedure for Parents

When a complaint is made, in the majority of cases, this can be resolved through direct contact with the relevant members of staff. Complainants can find the details of key members of staff on the school website or by phoning the school directly.

At Oughton, we would rather Parents came to us to discuss their complaints directly, so these can be resolved as quickly as possible. Please do **not** put complaints on social media sites, please come and see us so we can deal with any concerns.

#### Informal Stage

Complaints – for example

- Attendance
- Bullying
- E-Safety
- Behaviour
- Homework
- Progress

Who to speak to?

- **Class teacher in the first instance**
- Phase Leader or a member of the Senior Leadership Team
- Deputy Headteacher
- Headteacher

Complaints about staff

- Member of Senior Leadership Team

If the complaint comes straight to a member of the Senior Leadership Team, then the complaint will be acknowledged and possibly delegated to the appropriate member of staff best able to resolve the complaint. Complaints that are related to Safeguarding, Child Protection and Health and Safety will automatically be reviewed by the Senior Leadership Team, who will inform the Headteacher.

If the complaint is about the Headteacher, you should write to the Chair of Governors – Rev Jane Mainwaring, St Marks' Church, Hitchin.

If the complaint has not been solved by going through the informal staff of the complaints procedure, then the complainant can progress to Stage 1.

#### Stage 1 – Complaint heard by the Headteacher

1. Once the complaint has gone through the informal stage without resolution, the complainant must write to the Headteacher, who will then acknowledge the complaint within 5 school working days.
2. A meeting will be arranged between the Headteacher, key staff and the complainant to resolve the complaint. The meeting will be arranged no later than 10 school working days after resolving the complaint.
3. At the meeting, the complainant will be given the opportunity to discuss the complaint and identify what actions they feel are appropriate to rectify the situation.

If the complaint has not been resolved by going through Stage 1, then the complainant must write a formal complaint to the Chair of Governors - Rev Jane Mainwaring, St Marks' Church, Hitchin.

#### Stage 2 – Governor Complaints Panel Meeting

1. The Chair of Governors acknowledges the complaint in writing within 5 school working days.
2. A Governors' Complaint Panel will be set up within 28 school working days of the date of the written complaint.
3. The Chair of Governors issues a letter inviting the complainant to the hearing, asking them to provide any documentation by a date at least 10 days before the hearing.
4. All relevant documentation will be circulated 7 days before the Governors' Panel meeting.
5. A Governors' Panel will meet with all relevant parties to review the complaint and evidence presented.
6. The Chair of Governors will write to the stakeholder regarding the findings to the Governors' Complaints Panel within 5 days.
7. The findings of the Governors' Complaint Panel will be brought to the Full Governing Body including any recommendations. The Governing Body can accept, reject / reject in part, the recommendations.
8. The Chair of Governors will write to the stakeholder to confirm any actions agreed by the Governing Body.

If the stakeholder feels that the complaint has not been resolved then they may approach the Secretary of Stage at the Department of Education.

If the complaint was concerning Special Educational Needs then the stakeholder can complain to the Local Authority as a Stage 3 complaint. The Local Authority will aim to respond within the outcome of any further investigation within 25 working days.

Please see full Dealing with School Based Complaints Procedures & Policy – on our website or ask for a copy at our Office.

