

Complaints Policy for Parsons Down Partnership

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Chair of Governing Board	Sign & Date: April 2018 Uploaded to web-site April 2018	GEORGINA PERRY 

Review schedule (this policy will be reviewed every 3 years)

Date	Description of any changes	Date approved by Governing Board
April 2018	Reviewed	April 2018

Complaints Policy

This policy statement sets out Parsons Down Partnership's approach to dealing with parental concerns and complaints. Further details of how we handle complaints are contained in our procedures document. Both the policy and procedure statements are published on the school website.

Parsons Down Partnership values good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

We treat all concerns and complaints seriously and courteously and advise parents and others of the school's procedures for dealing with their concerns. We ask that complaints are made as soon as possible after an incident arises.

We define a '**Concern**' as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

We define a '**Complaint**' as '*an expression of dissatisfaction however made, about the actions taken or a lack of action*'.

The government and the Local Authority (LA) advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations.

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 or in front of pupils.

The senior leadership of the school, and governing board review the number and nature of complaints (when procedure is completed) in order to ensure that lessons learnt are acted upon.

The school's policy and procedures are reviewed regularly and updated as necessary.

The policy has the following school based stages;

- Informal,
- Formal Investigation and response and
- Appeal.

A further external appeal stage also exists if the complainant is not satisfied with the way in which the investigation has been managed.

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

The governing board is part of a reciprocal arrangement with other governing boards in the LA, which can be used if it is not possible to convene a complete panel with governors from our own board, in the event that an Appeals Panel is required.

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.

We acknowledge that some complainants can be persistent in their repeated approaches to the school, and to manage these instances a separate Persistent Complainant policy exists.

If a complainant chooses to take formal legal action whilst the complaint is being investigated the legal action takes precedent over the complaint process, and this process is suspended. However, we would expect the complainant to have exhausted the school complaint process to before legal action is commenced.

If a statutory procedure needs to be invoked at some point during the investigation of a more general complaint, the complaints procedure should be suspended until the statutory proceeds has been concluded

Policy reviewed and agreed: April 2018

Policy to be reviewed: April 2021

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Chair of Governors