



The Armthorpe School

COMPLAINTS POLICY

RATIONALE:

One of the most important ways in which The Armthorpe School seeks to engage and build positive relationships with parents / carers is by listening and responding to their concerns. When problems do arise, we are committed to working with parents / carers to resolve issues and achieve constructive outcomes.

PRINCIPLES:

- The school's complaints procedure must be clear, responsive and as easy as possible for parents / carers to follow.
- The school will respond to all expressions of dissatisfaction or concern which it receives from parents / carers.
- The school will respond to complaints promptly, and make clear how parents / carers will be kept informed of the progress of the response and the likely timescale for resolution.
- Complaints will be regarded as feedback from parents / carers and, as such, considered as a means of review and improvement of our provision and practice.

PRACTICE:

- The Headteacher must be informed of all complaints from parents / carers within one working day of receipt.
- Depending upon the seriousness and nature of the complaint, the Headteacher or a designated senior leader will take responsibility for managing the school's response.
- The Headteacher or designated senior leader will confirm receipt of the complaint within two working days and outline the timescale for a full response, usually five days or less. In exceptional circumstances, this may extend to 20 days depending on the nature of the complaint.
- In some cases, it may be necessary to arrange a meeting with the parent / carer so that all details may be covered.
- If it is necessary to undertake further information gathering to inform decisions and help achieve a resolution, the parent / carer will be informed of this, the process which will be followed, and the likely timescale for the school's response.
- Parents / carers will receive a written response from the school as a result of any complaint which they have made. This will outline how the complaint has been managed and, wherever necessary and / or appropriate, any action to be taken. This response must be approved by the Headteacher before it is sent.
- The written response will include details of who the parent / carer should contact next, if they believe that their complaint has not been dealt with properly. This will normally be the Headteacher.
- If the parent / carer is still concerned, they should write to the Chair of Governors outlining the reasons for pursuing the matter beyond the Headteacher's response and enclosing relevant paperwork. Letters should be addressed to :



The Armthorpe School

COMPLAINTS POLICY

The Chair of Governors
The Armthorpe School
Mere Lane
Armthorpe
DONCASTER
DN3 2DA

- The same timescale will exist as outlined above. A log will be kept of complaints to the Chair of Governors by the Headteacher's PA.
- The Chair of Governors will acquaint him or herself with the case and try to organise a review and conciliation process. The Chair of Governors will review and / or investigate the Headteacher's handling of / response to the complaint and decide if it has been appropriate and fair. The parent / carer will receive a letter from the Chair of Governors explaining this decision.
- In the rare circumstances that a parent / carer is unhappy with the outcome, the Chair of Governors will offer the right to appeal to the governing body's complaints panel. This should be done in writing through the Clerk to the Governing Body.
- If the parent / carer is still not satisfied, he / she should refer the complaint in writing to the Local Authority within ten school days of receipt of the panel's letter.

Assistant Director (Schools and Learner Engagement)
PO Box 266
The Council House
College Road
DONCASTER
DN1 3AD

- If the parent / carer is still not satisfied, he / she should contact the Office for Standards in Education (Ofsted) or the Ombudsman

ROLES AND RESPONSIBILITIES:

Headteacher

- To ensure that the school has a clear and responsive complaints policy which is easily accessible to parents / carers.
- To ensure that the school's Complaints policy is reviewed every two years; next review March 2012.

Senior staff and Middle Leaders

- To ensure that all staff for whom they are responsible are aware of the complaints policy, and that it is fully and effectively implemented whenever necessary.
- To ensure that the Headteacher is made aware of any complaints which are received from parents / carers within one working day of receipt.



The Armthorpe School

COMPLAINTS POLICY

- To act as the designated senior leader, if required to do so by the Headteacher (SLT only).
- To ensure that the Headteacher approves written responses to parents / carers which outline how the complaint has been managed and, wherever necessary and / or appropriate, any action to be taken.

All staff

- To ensure that they are aware of the school's complaints policy and their responsibilities in ensuring that it is fully and effectively implemented whenever necessary.
- To ensure that the appropriate Line Manager is made aware of any complaints which are received from parents / carers within one working day of receipt.

Guidance to Parents / Carers

- Parents / carers can make a complaint in writing, by fax, by e-mail, by telephone or in person (by appointment only).
- If you are writing, faxing or e-mailing your complaint, please provide your telephone number.
- If you are e-mailing, please state if a reply by email is required and, if not, please provide a full postal address and telephone number
- For postal complaints please mark your envelope "FAO Headteacher – Grievance" and send to:

The Armthorpe School
Mere Lane
Armthorpe
DONCASTER
DN3 2DA

Tel: 01302 831582
Fax : 01302 300757
E-mail admin@armthorpe.doncaster.sch.uk

- Parents / carers may make representations in person, accompanied by a friend if so desired, at each stage of the procedure.
- Where appropriate, steps will be taken to ensure that information is available to parents / carers in languages other than English and arrangements for an interpreter to be present during any oral representations.

Date of Policy: March 2010

Date of Next Review: