

Complaints Policy

Sharing any concerns about your child's education

St John's School recognises that sometimes things can go wrong. This policy will help you understand how to resolve any concerns you may have about your child's education. We value any feedback about our services, including compliments and suggestions.

If you have any concerns

We hope you will speak to the class teacher as soon as you have a concern. This informal approach is nearly always the quickest and most effective way of resolving any problems.

If necessary, the class teacher will make an appointment with you to discuss the issue in greater depth. If you feel that your concern has not been resolved, you should speak or write to the Headteacher who will make an appointment to discuss, and hopefully resolve, the complaint with you as soon as possible.

It is expected that the vast majority of complaints will have been resolved through these two steps.

If you are unhappy with the Headteacher's response, you can make a complaint to the governors. You should send your complaint to the Chair of Governors at the school address. Mark your envelope 'FOR IMMEDIATE ATTENTION' – Private and Confidential.

You can use the attached form to explain your complaint or put it in a letter. Please ask at the school office if you need help putting your complaint in writing.

There are different procedures for dealing with some complaints such as school admissions, special needs assessments, exclusions and racism. The Chair will inform you if a different procedure applies to your complaint.

This is how your complaint will be handled

Within 5 working days of receiving your complaint the Chair of Governors will make sure your reasons for complaining are clear, and may ask you for some more information. The Chair may suggest that your complaint could be resolved by mediation and, if appropriate, will contact you to discuss this option.

If mediation is not appropriate or if it is not successful, the Chair will arrange for you to meet a panel of three governors who will consider your complaint. This should happen **within 15 working days** of receiving the written complaint or **15 working days** from the end of the mediation. The complaints panel will consist of governors who (as far as possible) have no prior knowledge of the events you are complaining about.

Five working days before the meeting, the Clerk to the Governors will send you, the Headteacher and the three governors, copies of relevant papers, including any you have submitted

The meeting will usually take place at the school. You can take a relative or friend with you to the meeting. You and the Headteacher will be invited to join the governors at the same time and you will be introduced to everyone present. The Clerk will take notes during the meeting.

After the introductions, you will be invited to explain your complaint. Then the Headteacher may ask questions.

The governors will invite the Headteacher to explain the school's actions. You can ask questions of the Headteacher.

The governors may ask questions at any time.

Before the meeting ends you will be invited to sum up your complaint. The Headteacher will then be invited to sum up the school's actions and response to the complaint.

You and the Headteacher will leave together while the governors consider the issues. The Clerk will remain with the governors.

The governors will consider the complaint impartially and will make their decision based on the facts and the evidence they have seen. The Clerk's notes will be available to the governors when they discuss the complaint.

The governors will write to you **within five working days** of the meeting to explain their decision about your complaint.

If you are unhappy with the governors' decision

If you feel the school has acted unreasonably or not followed the correct procedures, you can write to the Secretary of State for Education, Sanctuary Buildings, Great Smith Street, London, SW1 P 3BT. Information about this can be made available to you or it can be viewed on the Department for Education's website: <http://www.education.gov.uk/heip/contactus/df>

This complaint procedure is a summary of the guidance issued by Warwickshire County Council. The full document can be made available to you or it can be viewed on the Warwickshire County Council website: <http://www.warwickshire.gov.uk/schoolcomplaints>

The school will follow the full guidance when dealing with your complaint.

ST JOHN'S PRIMARY SCHOOL, NURSERY AND CHILDREN'S CENTRE, KENILWORTH

Complaint Form

Please complete this form and return it to the School office, addressed to:

Chair of Governors, St. John's Primary School, Nursery and Children's Centre, Mortimer Road,
Kenilworth, CV8 1FS

Please mark the envelope: FOR IMMEDIATE ATTENTION – Private and Confidential

Your name:

Address:.....
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Postcode:

Daytime telephone number:

Evening telephone number:

If applicable, name(s) of child(ren) at school:

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Your relationship to the school, e.g. parent, carer, neighbour, member of public:

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Please give details of your complaint:

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(You can continue on a separate page if necessary)

What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?)

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(You can continue on a separate page if necessary)

What actions do you feel might resolve the problem at this stage?

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Are you attaching any paperwork? If so, please give details.

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Signature:

Date:

Official Use:

Date acknowledgement sent:

By Whom:.....

Complaint referred to:

Date: