



# **Balby Central Primary Academy**

## **Policy for Complaints Procedures**

**Date of Policy: November 2015**

**Revised: February 2017**

**Approved by the Governing Body:**

**Review Date: February 2018**

## **Making a Complaint about an Incident that has occurred in School**

### **Making a Complaint Relating to a School**

All schools in the Doncaster area want their children to do well and be happy. We recognise that you as a parent or carer play an important part in making this happen. Therefore, your child's school will aim to provide as many opportunities to keep you informed and involved in your child's progress as they possibly can. This means that questions and concerns are usually dealt with quickly and helpfully.

However, we recognise that there are times when things go wrong, when concerns and differences of opinion can develop. These can usually be resolved by speaking to the right person. Most concerns can be settled without too much trouble, but whatever the issue, even where you are seriously concerned about your child's future at the school, it is always important to try to find an answer. Disruption to a child's education would be the most damaging result of all.

### **What should I do if I have a concern/complaint about my child's school?**

The first step to resolving any concern or complaint is to discuss the issue with the school.

It is important to be clear about the issue that you want to discuss and you may find that it helps to think this through before approaching the school.

It is also important to remember that, although you may want a decision or situation to change, it is best for all parties if the discussions can end on a positive note with no bad feelings. Following this 'complaints process' can help ensure that this happens and a two way conversation with the school can help you to understand how they see the situation and give you the chance to say what it looks like to you.

When you need to talk to your child's school about a concern, it is best to make an appointment to ensure that you have enough time and the right setting to talk things through. Whilst some schools can see parents who just "pop in", this is not generally possible and could mean that there is insufficient time or privacy to address the issue.

### **Who should I contact to discuss my concern/complaint in the first instance?**

It is best to raise any concerns early on, before they grow in to a problem or complaint. Always start by arranging to discuss an issue with the class teacher or special needs co-ordinator. They can look into your concerns and take any action that may be necessary to put things right and make improvements.

### **I have spoken to my child's teacher about a concern/complaint but am still unhappy, what should I do now?**

Ask for an appointment with the Assistant Headteacher, Phase Leader or Deputy Headteacher. It may help to give the school some days/times when you are available to help them find the soonest possible appointment for both parties.

Before attending the meeting, it would be useful to put down your concerns in writing as both you and the school can spend the meeting time looking for a solution to the problem. If at this stage you are still unhappy then you will need to make an appointment see the Headteacher.

### **What should I expect to happen as a result of meeting with the Headteacher?**

A meeting between a Headteacher and a parent might result in both parties agreeing on two or three specific things/actions which need to happen in order for the problem to be resolved. A timescale for these things to happen will usually also be agreed.

### **If after meeting with the Headteacher, I still feel that my concern/complaint has not been resolved, what should I do?**

If, having met with the Headteacher, you are still unhappy, you may, if you wish, ask the Governing Body of the school to consider your concern/complaint. This is a formal process.

To go through this process, you will need to write to the Chair of Governors, stating that you wish to make a formal complaint. Remember to make it clear what it is that you are complaining about and what you would like the Governors to do.

### **What do I do if I am still unhappy after the Governors have considered my complaint?**

If you are still unhappy after having received the written decision from the Governing Body, then you may escalate your concern to the CEO of Rose Learning Trust by emailing: [enquiries@roselearning.co.uk](mailto:enquiries@roselearning.co.uk).