

New City Primary School

Complaints Policy

December 2016

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INTRODUCTION

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. New City is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will be at the school's discretion whether to conduct an investigation.

The prime aim of New City's policy is to resolve any complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

The following details outline the stages that can be used to resolve complaints:-

STAGE 1 - INITIAL COMPLAINT

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact to the child's Class Teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way.

STAGE 2 - TAKING THE MATTER FURTHER

If you are not satisfied with the result at stage 1, please write to the Head teacher or call the school to arrange a meeting with a member of the Senior Leadership Team. This meeting will normally take place within 5 school working days and the complaint and any actions will be recorded. The aim will be to resolve the matter as speedily as possible.

STAGE 3 - COMPLAINT HEARD BY THE GOVERNING BODY'S COMPLAINTS APPEAL PANEL

If you feel that the matter has still not been resolved at Stage 2, then you should write to the Chair of Governors via the school address, giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 3 investigation.

The aim of the Appeal Panel Hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's

decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

N.B. In cases where the matter concerns the conduct of the Head teacher, the Head teacher and Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

THE GOVERNORS APPEAL HEARING IS THE LAST SCHOOL-BASED STAGE OF THE COMPLAINTS PROCESS.

For general advice and guidance about the school's complaints procedure please contact Newham Local Authority on 020 8430 2000

If you are a Governor, please contact Newham Governor Support Service on 020 3373 2701

For further information about parent complaints visit: www.direct.gov.uk/parents