



Making a Complaint Procedure

2019-2021

Agreed by:	Governing Body
Review date:	November 2021

Adderley Primary School is committed to providing a quality service and working within an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our stakeholders, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Informal

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

Most concerns can be sorted out quickly by speaking with your **child's class teacher**. If you are dissatisfied with the teacher's response, you can then speak to the **Head of Year** or a member of **Senior Leadership Team**.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed

Formal

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Adderley Primary School's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Adderley Primary School attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Adderley Primary School;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Adderley Primary School a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Adderley Primary School's control.

Responsibility for Action: All Staff, and Governors of Adderley Primary School .

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Adderley Primary School maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Governors of Adderley Primary School will receive annually a report of complaints made and their resolution.

Formal Complaints Procedure

First Stage

In the first instance, if you are unable to resolve the issue informally, you should write to the Headteacher, so that he or she has a chance to put things right. You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Our contact details can be found on the Contact Us part of the Website or please visit or telephone the School Office on 0121 464 1500.

Second Stage

If you are not satisfied with the initial response to the complaint from the Headteacher you can write to the Chair of Governors and ask for your complaint and the response to be reviewed. You can expect the Chair of Governors to acknowledge your request within 4 working days of receipt and a response within 15 working days.

If your complaint concerns the Headteacher of Adderley Primary School, rather than a member of staff, you should write formally to the Chair of Governors. In your letter you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

Adderley Primary School's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the response to the complaint from the Chair of Governors you have 10 days to respond in writing with the letter addressed to the Clerk to the Governing Body. The Clerk will convene a panel of 3 Governors to consider the complaint.

You will receive an acknowledgement of your complaint to the panel within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Recording of meetings

Recordings of meetings are not permitted unless agreed by the school prior to the meeting. This is also applicable to telephone and online meetings.

Under the Regulation of Investigatory Powers Act 2000 (RIPA), it is not illegal for individuals to record conversations provided the recording is for their own use. Recording or monitoring is only prohibited where some of the contents of the communication are made available to a third party. If a person intends to make the conversation available, they must get the consent of the person being recorded.

Recording conversations without the participant's knowledge is essentially considered a breach of that person's right to privacy; this is a civil wrong which can be redressed with a claim for damages.

You do have a right to ask if you can record but the school does not have to say yes. Everyone at the meeting would have to agree for recording to go ahead.

Department for Education

If you are not satisfied with the response to the complaint from the panel of Governors, you can ask the Department for Education (DfE) to review the procedures followed. The DfE will carry out a review as to whether Adderley Primary School has followed the procedures as set out in this policy. The DfE will not review or contest any decisions made.