

# Glasllwch Primary School Complaints Policy

This policy is a	School Policy using LA / WG guidelines
This policy is	Statutory
Key references	EAS Complaints Procedures, WG Circular 011/2012 - Complaints procedures for school governing bodies in Wales.
Staff Area / Subject Leader	Chris Jackson
Link Governor	Stephen Morris
Key Personnel in Policy	Head Teacher, Chair of Governors
Training / Accreditation	N/A
Published / located	Website / Governorweb / School, HT office

**Aims of Policy:**

- To outline procedures for making a complaint to school.

Previous review date	March 2016
Review date	March 2017
Next review date	March 2018
Reviewed by	Policy committee

# Glasllwch Primary School



## COMPLAINTS POLICY

### Introduction

This policy explains concisely the approach that the school will take to address complaints raised by parents or other third parties.

Glasllwch Primary School is staffed by teachers and support staff who are not only qualified and expert in their own field, but who have also chosen to work with children because they care for children and wish to help them in every way possible.

Nevertheless, as in any organisation, things from time to time arise which may lead to a parent, pupil or other person involved with school wishing to express some concern. A concern is not a complaint and should not be treated as such by the parent or the school. A small number of concerns may remain unresolved and result in a complaint, which will be investigated using the formal complaints procedure.

When concerns that have been raised are resolved there should be no need for a formal complaint. However, failure to respond to a concern could give rise to a complaint.

The school follows the Welsh Government policy and procedure guidelines. A copy of the Welsh Government guidelines is available from the School Office or on the School Website.

It is the school's policy that records will be maintained of all complaints raised in order that full consideration may be made of the complaint at each stage. Records also assist the school in learning from issues raised and to evaluate and improve school performance.

Each stage of the complaints procedure will be addressed within a specified timescale. This is detailed within the full Complaints Procedure.

### Summary of Procedure

The School Complaints Procedure is summarised in this document. The full Complaints Procedure is available in the document **EAS Complaints Procedures** which is available from the School Office and on the School Website. The procedure encompasses a range of scenarios including complaints by parents about staff, the Head Teacher, and the Governing Body.

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The Complaints Procedure follows a staged approach as set out in Welsh Government guidelines, and can be summarised as follows:

Stage 1: The complaint is raised with the initial point of contact, which in the case of Glasllwch will usually mean the class teacher, although this could also refer to the Head Teacher. At this stage, the complaint may be verbal, or it may be in writing.

Stage 2: If the complaint is not resolved by the initial contact to the satisfaction of the parent or other complainant, the matter should be referred to the Head Teacher in writing, so that the nature of the complaint can be clearly explained.

If the complaint is about the Head Teacher, the complaint should be made to the Chair of Governors.

In most circumstances, a meeting with the Head Teacher will take place to discuss the complaint. It is anticipated that most complaints will be resolved, to the satisfaction of the complainant, at this stage of the process.

Stage 3: If the complainant is not satisfied with the outcome at Stage 2, the complaint may be referred to the Governing Body for consideration. Initially, this should be conveyed in writing to the Chair of Governors, whose contact details can be obtained from the School Office, from the Annual Report to Parents, and from the School Website.

The Governing Body annually elects a panel of Governors to consider complaints that reach Stage 3. The panel will meet, together with the parties involved, to consider the matter.

There is no Complaints Appeal process within the remit of the Governing Body. If the complaint is not resolved by the Governing Body, the complainant may make representation to the Local Authority. Further information about this process is available from the school and from the Local Authority.

In extreme circumstances, the complainant can address their complaint to the Welsh Ministers, or Public Services Ombudsman for Wales. The complainant should put their complaint in writing and enclose copies of their original complaint and any other relevant papers.

### **Statutory Complaints**

There are special arrangements for dealing with Statutory complaints and they are not to be dealt with under the above complaints procedures.

The following special arrangements exist for dealing with Statutory complaints:

- The Local Authority has a Statutory responsibility to consider a relevant complaint about the Curriculum, Religious Education and Collective Worship, and sex education. (The school's prospectus will give parents details of the arrangements. In each case, however, they should first discuss the problem with the Head Teacher).

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- Appeals against decisions about a child's special educational needs. (A tribunal has been established to deal with complaints of this nature. The school, or the Local Education Authority will be able to give parents details.)
- If parents are not offered a place at the school of their choice, or if their child is suspended or excluded from school. (The school will tell them how to appeal if these situations arise).

### **OTHER COMPLAINTS**

Complaints can be made by a number of people/bodies.

They can be made by members of the public, local residents, after school club co-ordinators. They can be in regard to the conduct of children, conditions of the building, usage of the school site etc. In these circumstances, complaints are to be made direct to the Head Teacher, preferably in writing. Those complaining will be advised of the complaints procedures, with unresolved complaints being referred to the Governing Body.

The Governing Body also has a Grievance Panel of three Governors that can be called in the event of a member of staff alleging a Grievance. The grievance is heard according to grievance procedures.

### **EQUALITY STATEMENT**

We do not discriminate (either directly or indirectly) against anyone on the grounds of their gender, race, colour, ethnic origin, religion, ability, disability or any aspect of their social/cultural background. Furthermore, the school community is committed to countering all forms of racial prejudice and discrimination. All complaints procedures are practices are designed to be free of bias, prejudice and discrimination.