



Waynflete Infants' School

Academy for Early Learning

COMPLAINTS POLICY

Annual Review

Responsibility Delegated to the Head Teacher

Date next due for review	Date reviewed by Headteacher	Any Changes YES/NO Comments
	12 th November 2020	Fully revised and updated
November 2021	10 th January 2022	No changes
	25 th April 2023	
April 2024		

Statement of Intent

At Waynflete Infants' School we are committed to providing an outstanding education for our children and maintaining a positive partnership with parents and carers. Sometimes things happen which make parents and children unhappy. It is important that parents and carers feel able to raise concerns and do this in the best way. This includes the arrangements for handling complaints from parents of children with SEN about the support provided by the school.

Our school aims to be fair open and honest when dealing with any complaint. We give them careful consideration and deal with them as quickly as possible. As always, the interests and welfare of the child are paramount.

Once a complaint has been made it can be resolved or withdrawn at any stage.

In most cases, concerns and complaints can be resolved by talking to staff at school. Sometimes parents may wish to raise a more formal complaint. Listed below are the procedures used at Waynflete Infants' School. At all stages of the procedure, there is an expectation that behaviour is respectful, non-aggressive or abusive, and that the matter remains confidential between the complainant and the Academy.

This complaints procedure meets the standards set out in the Education Independent School Standards (England) Regulations 2014 Schedule 1 Part 7

Signed by:

Headteacher

Date:

Chair of Governors

Date:

General Principles:

- An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances.
- To allow for a proper investigation, complaints should be brought to the attention of the school as soon as possible. Any matters raised more than 3 months after the event being complained of will not be considered, except in exceptional circumstances.
- A letter acknowledging receipt of the complaint will be sent as soon as possible. This would be expected to be within 5 working days. The complainant will be kept informed and the investigation completed as soon as possible.

Part A: Complaining about the actions of a member of staff other than the Head Teacher

Step 1 (Informal)

If issues arise, in the first instance please discuss this with your child's class teacher. This may be by a quick conversation after school, letter, email, by telephone or in person by appointment. If you are not an adult of a child in school, your concern should be raised with the school office who will ensure the complaint is handled appropriately. In our experience, most problems can be sorted out in this way easily and informally. All teachers work hard to ensure children are happy at school and making good progress. Please be aware that some concerns make take a period of time to resolve, and you may need to further communicate with the class teacher. If the complaint refers to a child with SEN and the support provided by the school the parents/carers need to in the first instance raise the concern with the schools SENCO.

Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage. We would always aim to have a polite conversation however in the event of abusive or threatening behaviour on the part of the complainant the discussion will be terminated and another meeting convened when minutes are likely to be taken by a third party or mediator.

Step 2 (Formal)

If the issue is not resolved through dialogue with the class teacher or SENCO, or the issue is of a sufficiently serious nature the complainant should put the complaint in writing and submit this to the Head Teacher. The Head Teacher will listen to your concerns and try to reach a resolution of any problems.

The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. In addition, the Head Teacher may meet with the complainant to clarify the complaint. The Head Teacher will collect such other evidence as they deem necessary. Where this involves an interview with a member of staff, who is the subject of the complaint, that member of staff may be accompanied by a friend or representative if they wish.

The investigation will begin as soon as possible and when it has been concluded, the complainant, and the member of staff concerned, will be informed in writing of the outcome, this may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld.
- The concern is not substantiated by the evidence.
- The concern was substantiated in part or in full. Some details may then be given of action the school may be taking to review procedures etc, but details of the investigation or of any disciplinary procedures will not be released.
- The matter has been fully investigated and that appropriate procedures are being followed which are **strictly confidential** e.g. where staff disciplinary procedures are being followed.

The complainant will be told that consideration of their complaint by the Head Teacher is now concluded. If the complainant is not satisfied with the manner in which the process has been followed, the complainant may request that the Governing Body review the process followed by the Head Teacher in handling the complaint. Any such request must be made in writing within 2 weeks of receiving notice of the outcome from the Head Teacher, and include a statement specifying any perceived failures to follow the procedure. The procedure described in Part C will be followed.

Part B- Complaining about the actions of the Head Teacher

Step 1 (Informal)

The complainant is usually expected to arrange to speak directly with the Head Teacher. In the case of serious concerns, it may be appropriate to raise them directly with the Chair of Governors. Many concerns can be resolved by simple clarification or the provision of information. If the matter is not resolved, if both parties agree, then a third party may be invited to act as a mediator at a further meeting. A refusal, unreasonably, to attempt an informal resolution may result in the procedure being immediately terminated.

Step 2 (Formal)

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Chair of Governors who will determine which of the agreed procedures to invoke. If it is determined that the complaint is 'General', the Chair will arrange for its investigation. The complainant should include details which might assist the investigation, such as names of potential witnesses, date and times of events, copies of relevant documents etc. In addition, the complainant will be invited to meet with the Chair to present oral evidence or to clarify the complaint.

The Chair will collect such other evidence as is deemed necessary. This may include the interviewing of witnesses and others who may provide relevant information.

The Head Teacher will be provided with a copy of the complaint and any additional evidence presented by the complainant or collected by the Chair. Once there has been an opportunity

for the Head Teacher to consider this they will be invited to meet separately with the Chair, in order to present written and/or oral evidence in response. The Head Teacher may be accompanied at this meeting by a friend or representative. When the investigation has been concluded, the complainant and the Head Teacher will be informed in writing of the outcome, the complainant will not be informed of any disciplinary/capability action.

The complainant will be told that consideration of their complaint by the Chair is now concluded. If the complainant is not satisfied with the manner in which the process has been followed, or considers that the decision of the Chair is perverse, then the complainant may request that the Governing Body review the handling of the complaint by the Chair. Any such request must be made in writing within 2 weeks of receiving notice of the outcome from the Chair, and include a statement specifying any perceived failures.

Part C: Review Process

Step 3 Panel Hearing

Any review of the process followed by the Head Teacher or the Chair shall be conducted by a panel of 3 members. One member of the panel should be independent of the management and running of the Academy. The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically. The Governing Body will consider all formal written complaints within three weeks of receipt.

- The panel will first receive written evidence from the complainant. The complainant may be invited to attend a meeting to give more detailed evidence. The complainant may be accompanied if they wish at this panel meeting
- The panel will then invite the Head Teacher or the Chair, as appropriate, to make a response to the complaint.
- The panel may also have access to the records kept of the process followed.
- The complainant, and the Head Teacher or the Chair, as appropriate, will be informed in writing of the outcome. This may be to the effect that:
 - There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld.
 - The concern is not substantiated by the evidence.
 - The concern was substantiated in part or in full but that the procedural failure did not affect the outcome significantly so the matter is now closed.
 - The concern was substantiated in part or in full and the Governing Body will take steps to prevent a recurrence or to rectify the situation (where this is practicable).

The complainant is not entitled to access any details of the investigation except for any statements that may have been provided by their child. Any information relating to the application of disciplinary procedures is strictly confidential.

Step 4 (Appeal)

If any parent is still dissatisfied with the handling of the complaint, they are entitled to appeal to the ESFA.

The ESFA's role will be to ensure that the complaint has been dealt with properly and that the process complies with the Academy's Funding Agreement.

It is not the role of the ESFA to overturn the decision of the Appeal Panel – only to ensure the complaints process has been duly followed. If the correct process has not been followed, the EFA will request that the complaint is looked at again from the appropriate stage.

Should you wish to contact the EFA to ensure the Academy has upheld the requirements of the Complaints Procedure either visit <https://www.education.gov.uk/help/contactus/dfe>

Or write to:

ESFA – Academies Complaint and Customer Insight Unit

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

Monitoring and review

The Governors monitor the complaints procedure to ensure all complaints are dealt with properly. The Head teacher records all written complaints and how they are resolved. These records are reviewed by a governor annually.

Appendix One

Investigation Procedure

The investigation of an allegation or a complaint should always be carried out thoroughly and responsibly, irrespective of whether the complaint appears to be trivial or serious. The outcome of such an investigation will have significance not only for the complainant but also for the member of staff against whom the complaint has been made.

An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances, these would include serious concerns such as child protection issues or bullying allegation, where the school would either involve appropriate external agencies or else conduct its own internal review to test whether there is any corroborative evidence which might trigger a formal investigation.

Where the Head Teacher or Chair of Governors receives a complaint, it should be acknowledged formally and a commitment made that the complaint will be investigated and the outcome of the investigation notified to the complainant in due course.

The member of staff against whom the complaint has been made should be: notified that a complaint has been received; provided with a copy of the complaint; be informed that an investigation will be carried out.

It is essential that there is clear understanding of the complaint. Where necessary the nature of the complaint should be confirmed with the complainant. Once the complaint has been confirmed the investigator should establish who they wish to interview and what documentation they will need to review. Arrangements should be agreed so that accurate notes can be taken of all interviews and the outcome of the investigation be accurately recorded. The complainant and the member of staff should be given the opportunity to offer documentation and to identify potential witnesses or sources of evidence.

Where children are potential witnesses, discretion should be exercised over their involvement. Pupils should only be interviewed when the nature of the complaint is sufficiently serious to warrant it and adult witnesses are not available. Only in extreme circumstances will younger pupils be interviewed.

Any interviews should be conducted as soon as possible to ensure that recollections are as fresh as possible and to minimise the possibility that evidence will become tainted through witnesses discussing alleged incidents with other persons. In conducting interviews, the investigator should prepare the questions to be asked prior to the interview. These can always be supplemented during the interview. The investigator should allow the interviewees to answer in their own way. Their responses should be listened to attentively. Any temptation to cut interviewees short or to seek to 'lead' them must be resisted. The interviewee should be given the opportunity of providing other relevant information at the end of the interview.

Interviewees should, however, be advised that their responses must be confined to the substance of the complaint. Any attempt by the interviewee to introduce information relating to other members of staff or to issues unrelated to the complaint should be resisted.

The investigator should avoid reaching conclusions or passing judgement until the investigation has been completed. A summary of the process undertaken and the outcome of the investigation should be provided to both the complainant and the member of staff against whom the complaint has been made. Caution must be exercised in reporting back to the complainant as revealing certain details may prejudice the ability of the employee to continue in post. Any recommendations should also be shared with all parties, unless there is good reason not to. Wherever possible, recommendations should be constructive and not punitive.

All documentation relating to the complaint and its investigation and outcomes should be stored securely for a period of six years. Where the complaint is on behalf of a child, then the school may wish to retain the documentation until 6 years after the child has attained the age of 18.