



WAYNFLETE INFANTS' SCHOOL

RAISING CONCERNS AND RESOLVING PROBLEMS

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

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.

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.

Step 1 (Informal)

Concerns should be raised as soon as possible, and no later than one week after the incident causing concern. If you have a concern in the first instance please discuss this with your child's class teacher. 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.

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 parents or carers should put the complaint in writing and

submit this to the Head Teacher before making an appointment to discuss further. The Head Teacher will listen to your concerns and try to reach a resolution of any problems.

Step 3 (Panel Hearing)

If an informal complaint has not resolved the matter, the next step is to raise a formal complaint by writing to the Chair of Governors stating the nature of the complaint and how the school has handled it so far. One member of the panel should be independent of the management and running of the Academy. The governing Body will consider all formal written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint. The person making the complaint will be invited to attend to explain in more detail if necessary and will be given at least 3 working days' notice of the meeting date. The complainant can be accompanied at the panel hearing if they so wish.

After hearing the evidence the Governors will make their decision and inform the parent or carer in writing within 10 days of the hearing.

Step 4 (Appeal)

If any parent is still dissatisfied with the handling of the complaint, they are entitled to appeal to the Secretary of State for Education.

The EFA'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 EFA 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 please refer to www.gov.uk and search on Academy Complaints.

Complaints about the Headteacher

If any parent or carer has any complaint about the Head Teacher they should first approach a named member of the governing body informally (Mrs A Ranson). The governing body will try to resolve the issue through dialogue with the school. If parents are unhappy with the outcome of the informal complaint they may make a formal complaint as outlined in step 3 above.

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.

This policy is reviewed every 3 years or before if necessary.

Signed _____ Chair of Governors

Reviewed Sept.2017