



## COMPLAINTS POLICY AND PROCEDURE

### Introduction

No school is perfect and we do sometimes get things wrong. We believe that it is important to deal with problems when they occur; small difficulties which are not resolved can soon become major concerns. If a parent has a problem, the school has procedures to seek to resolve it and we assure you that we try to resolve any difficulties as best we can.

We aim to provide a good education for all our children in Ysgol Gwaelod y Garth School, and all members of staff work very hard to build positive relationships with all parents. The school operates an open door policy and we welcome parents to school so that we can listen to their views on different aspects of school life which often leads to improvements in our procedures and provision. Many parents take advantage of our open door policy to come and discuss any concerns or worries that they may have.

If any parent is unhappy with the education that their child is receiving or has any concerns relating to the School, we encourage that person to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the Local Education Authority (LEA). If the school cannot resolve any complaint itself, those concerned can ask the LEA to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### Complaints Procedure

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher or Headteacher. Most matters of concern can be dealt with in this way. All staff work very hard to ensure that each child is happy at school and is making good progress; they always want to know if there is a problem, so that they can take action before the problems seriously affects the child's progress. At this stage a complaint may be made orally or in writing.

Where a parent feels that a situation has not been resolved through informal discussion, or if their concern is of sufficiently serious nature, they should make a formal complaint in writing to the Headteacher. The Headteacher will investigate the complaint thoroughly and decide what action, if

any, should be taken in response. A decision letter should be sent to the complainant within 10 days of receipt of the complaint. If this is not possible a letter should be sent stating when a decision will be made. The complainant must be informed of their right to appeal against the decision to the governing body. Most complaints are normally resolved at this stage.

Should a parent have a complaint about the Headteacher, they should send a written complaint to the chair of the governing body who is obliged to investigate it. If a parent is unhappy with the outcome, she/he can make an appeal to the Governing Body, as outlined below.

Only if a formal complaint fails to resolve the matter should an appeal be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that they can explain their complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is not resolved, a parent may make representation of the LEA. Further information about this process is available from the school or from the LEA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgment in an attempt to resolve the complaint.

If any parent is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

### **Monitoring and review**

The governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The Headteacher logs all serious complaints received by the school and records how they were resolved.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all Parents, so that they can be properly informed about the complaints process.