Date agreed: January 2020  
Review Date: January 2022

This policy, having been presented to, and agreed upon by the whole staff and Governors, will be distributed to:

- All teaching staff
- School governors

A copy of the policy will also be available in:

- The Staffroom
- The Head’s office
- School web site

This will ensure that the policy is readily available to visiting teachers, support staff and parents.

Southfields Primary is totally committed to social justice and improving life chances for potentially vulnerable children. It is dedicated to sharing its work and findings beyond the school to improve outcomes for as many children as it can reach and has a particular specialism in Speech and Language development.
1. **Introduction**
   At Southfields we believe our school is a community and that it is vitally important that everyone is safe and happy within it. We aim to provide an environment in which our children are secure and confident, irrespective of race, gender and religion, with Equal Opportunities for all.

2. **How did we arrive at this policy?**
   We consulted with Governors, Staff, Parents and the Children. Governors were informed of developments through DFE updates and Law.

3. **Links with other Policies**
   This policy links to other Policies within school dependent on the complaint some examples could be teaching and learning, curriculum, pupil premium, Educational Visits, Special Educational Needs and Disability, Health and Safety or Medication. These are some examples but this list is not exhaustive.

4. **Key Principles**
   We refer to this document which was used in writing this policy:
   - DFE guidance
   - Ofsted recommendations

   Committee with oversight for this policy – Performance Policy
   - Last reviewed by the Performance Committee Sept 2018
   - Policy last ratified and adopted by Full Governing Body Sept 2018
   - Amendments agreed Jan 2020
   - Policy / Document due for review Jan 2022

   The term ‘parent’ has been used throughout to represent parent, carer or other person.

   We hope that you will be pleased with the standard of care and education that your child receives at Southfields Primary School. However, there may be an occasion when you wish to express your concern or you have a complaint. This document explains how we deal with concerns and complaints at Southfields Primary School.

   **Stage 1: Informal complaints**

   1. Parents should raise complaints or concerns with the child’s class teacher.
   2. If not satisfactorily resolved the parent/carer should then approach either the year/phase leader
   3. If not satisfactorily resolved the parent/carer should then approach the deputy head or the head teacher.
   4. If the parent believes that the complaint or concern is more serious or sensitive they should talk to the deputy or head teacher, who will investigate, and then report back either in writing or more usually, at this informal stage, through an interview with the complainant, normally within five working days.
Every effort will always be made to resolve the problem at this informal stage. Complainants who remain dissatisfied at this stage will be informed by the head teacher or deputy that they have the opportunity to make a formal complaint.

**Stage 2: Formal complaints**

1. Formal complaints should be made in writing and will normally be investigated by the head teacher in the first instance. If the complaint directly concerns the head teacher however, complainants should then contact the Chair of Governors, whose name and contact details are published on the school website.
2. Any other governors in receipt of formal complaints will refer them to the head teacher or Chair of Governors as appropriate, and will not become further involved themselves.
3. If the complainant is dissatisfied with the head teacher’s response, they should contact the Chair of Governors, who will decide how the complaint should be further pursued.
4. The Chair of Governors will determine a method of further investigation and of formal response to the complainant.
5. The complainant will receive a written response to his/her complaint from the investigating person within fourteen school term days from its receipt, setting out the procedure for dealing with the complaint. A full and detailed written response will be made within 28 school term days from the receipt of the original complaint. N.B. Intermediate meetings may be requested with the complainant and the school make seek agreement to an extension of the time period of 28 school term days in complex cases.
6. In some cases, a complaint may lead to disciplinary action against an individual, for which there are separate procedures. If this is the case the complainant will be informed that the complaint will be pursued through disciplinary action. Under the Governing Body’s disciplinary procedures, the outcome of these procedures is confidential.

**Stage 3: Appeal**

If the complainant remains dissatisfied after a stage two investigation, complainants may appeal to the Grievance Complaints Committee of the Governing Body for a final resolution of their complaint.

**The Head teacher will:**
- Take all complaints seriously and deal with them sensitively.
- Request that where appropriate the complaint is put in writing so that it can be investigated.
- Respond to the complaint personally or delegate it to an experienced member of the senior management team.
- Involve other members of staff as appropriate.
- Advise the complainant of their right to pursue the matter with the Chair of Governors (or Vice Chairs).
• Ensure the governing body is advised of any complaints and is provided with information to assist the decision making process.

The Governing Body will:
• Ensure that a Complaints Committee consisting of three governors is established with delegated responsibility to hear complaints.
• Inform the head teacher of their intended decision.
• Advise the head on the action/decision required.
• Write to the complainant within two weeks, explaining the action taken.

If the complainant is still not satisfied they can put the complaint to the LA, who will:
• Hear the complaint within 15 working days.
• Inform the complainant and the governing body of the decision and required action.
• The decision of the LA is seen as an independent investigation and if the complaint is still not happy with the decision they will inform the complainant of the next steps within the LA policy and guidance

5. Monitoring and Evaluation
The governing body will receive a termly report from the head teacher indicating the number and nature of the complaints, the recommended action or decisions taken and the outcomes of those decisions.