



Rosehill Junior School

Complaints Procedure

2023





A guide for parents, carers and members of the public

Most members of the community have a positive relationship with schools but sometimes things go wrong. It is important that you raise your concerns as soon as you can. All complaints are taken seriously and we have procedures in place for dealing with them. In most cases we hope to be able to resolve your complaints/concerns at an early stage.

By taking positive steps early on, we are more likely to be able to address your complaint effectively. Through explaining your concerns or feelings to the right person, there is often no need to make a formal complaint in the first place. We would always direct parents to their child's class teacher to discuss matters informally first as an effective teacher/parent relationship is key to your child's success and happiness at school.

The Information below provides detail on all stages in the school complaints procedure. Please note that, If you do not follow the correct procedure, you may be directed back to an earlier stage in the process to avoid unnecessary escalation.

Stage 1 - Complaint heard by staff member

It is in everyone's interest that complaints are resolved at the earliest possible stage. The first point of contact for raising a concern or making a complaint would usually be to your child's class teacher. If the complaint is about a class teacher, you should contact the phase leader or in some serious circumstances (such as if you feel your child is at risk of harm) the head teacher. If your complaint is about the head teacher, you can elevate directly to a Stage 3 Complaint and refer your complaint to the Chair of the Governing Body as outlined below.

In terms of your complaint, please give consideration to exactly what the concern is and what you feel would put the situation right. Once you have spoken about your concerns, give the person handling the situation an opportunity to resolve it. Under normal circumstances, we would look to address your concern or complaint within 5 working days however, there may be exceptions where more time is needed. If this is the case, we will let you know. If you continue to be dissatisfied you can request that your complaint be considered at Stage 2.

Stage 2 - Complaint heard by head teacher (Or designated officer)

At this stage you must complete the school complaints form. As well as complaint details and desired outcomes it is also helpful to include information about what you have already done to resolve your complaint e.g. who you have spoken to about it and what happened as a result?

The head teacher (or designated officer) will acknowledge your complaint in writing or via email within 3 school days of receipt. All efforts will be made to respond to a complainant in



writing or via email within 10 school days however, if for any reason it is considered that this will not be possible, the head teacher will advise you of any new time frames and the reasons for this.

Stage 3 - Complaint heard by Chair of the Governing Body

The next stage of the complaints procedure should the complainant remain dissatisfied is to address the complaint to the Chair of the Governing Body (or designated Governor) who will acknowledge the complaint, in writing or via email within 3 school days from receipt of your complaint.

You will then be invited to meet with him/her and the head teacher (where appropriate) to find a way forward. This will normally be arranged within 10 school days. Should that initial meeting not resolve the complaint or it be more appropriate to move forward in a different way, a full written response to your complaint will be given within 28 School days following any further investigation or scrutiny of evidence required.

Should you feel your stage 3 complaint has not been reviewed fairly, you need to write to the Chair of Governors advising of your wish to escalate the complaint to Stage 4 within 10 school days of receiving your stage 3 response.

Stage 4 - Appeal heard by an independent panel of Governors

A stage 4 Appeal is intended to ensure due process and protocol has been followed. This stage is not to fully re-investigate a complaint but to review if due process has been followed and to ensure that, considering the evidence, the complaint has been reviewed fairly and without bias.

Once you have notified the Chair, either they, or a nominated governor, will convene an Independent Panel who have not been a formal part of the process to date. This will usually be within 20 school days of receiving the Stage 4 Appeal. You will be invited to attend a meeting with the panel to discuss your complaint. The committee will consider the complaint, the process and the related evidence before deciding to either uphold the complaint or dismiss it. The chair of the panel will ensure that you are notified of the panel's subsequent decision in writing within 15 school days of the Stage 4 meeting date.

If your appeal is not upheld, the matter will be considered closed. No further complaints will be considered in future relating to the initial complaint raised.



If you remain dissatisfied:

If you feel that we have not complied with our complaints procedure you should refer your complaint to The Department for Education:

Website: www.education.gov.uk

Telephone: 0370 000 2288

Address: Department for Education, Castle View House, East Lane, Runcorn, Cheshire, WA7 2GJ

You can contact the Council's Complaints Manager in Children and Young People Services for further advice regarding the above.

Please note that the original complaint will not be re-investigated, only whether the school has followed its complaints procedure correctly.

Please scroll down or turn overleaf for the complaints form...

Rosehill Junior School Complaints Form



What actions do you feel might resolve the problem at this stage?

Are you attaching any additional paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Action taken:

Date: