



## HOLMLEIGH PRIMARY SCHOOL Complaints Procedure Summary 2019

### **Introduction:**

All governing bodies are required by law to have a procedure in place to deal with complaints relating to aspects of the school, and to any community facilities that the school provides.

The requirement for this procedure is quite straightforward:

- Governing bodies *must* have a procedure and publicise it.
- The procedure should ensure that anyone who wishes to make a complaint should receive fair treatment and a chance to state their case either in person or in writing.
- Any right to appeal should be explained at the same time as the response is notified to the complainant.
- The process should not take too long.

### **Aims:**

The aim of the document is to clearly explain the procedure for the investigation of parental complaints against the school or a member of staff there within. **This document is only a summary. Hackney Learning Trust Model School Complaints' Procedure** has been adopted by the school and the Governing Body whereby all steps and approaches that should be taken when dealing with a complaint are explained fully. Please refer to this for full explanation.

### **Application of this document:**

This document should be a live and active document and be used to investigate complaints within the current academic year – it will be reviewed annually to ensure it is providing best service to parents, staff and Governors of Holmleigh Primary School.

### **Procedures:**

#### Informal Stage:

1. If it is a teacher, see the teacher concerned who will deal with it to the best of their ability. The teacher may deal with it to your satisfaction, or may refer the matter to the Assistant Headteachers (Charlotte Gaylor or Margaret Boateng) or Head Teacher (Kevin Ward) for advice or action to be taken.

If you feel you cannot approach the class teacher then please approach one of the members named above.

You can approach these members of staff in the playground or call to arrange a private meeting where you can raise your concerns.

2. If the complaint is concerning an Assistant Headteacher please try to approach them first, but if you do not feel you can then please contact the Head Teacher. If you feel that you cannot approach any of these staff members regarding your concern then go to stage two.
3. If your complaint is regarding the Head Teacher, please approach him concerning your concern. If you feel you cannot use this option then go to stage 2.
4. If the complaint is concerning a member of the support staff, please go direct to the Assistant Headteacher or Head Teacher who will listen to what you have to say and then investigate and report back to you.
5. If you have seen the teacher and you do not feel satisfied then please see one of the Assistant Headteachers or Head Teacher who will investigate your complaint. They will come back to you with their finding and inform you of any actions taken if necessary. To do this, they will either call you via phone or speak to you in person at the school, or write you a letter. We usually find a face to face chat better than a letter.

Stage Two – Formal to Governors:

If none of the above is to your satisfaction, you may refer your complaint to the Chair of Governor's through a letter or a meeting. The Chair of Governors will listen and respond, and reach an amicable conclusion, if she is unable to come to a conclusion she will put it forward to the Governor's Complaint Committee. They will further investigate the complaint on your behalf. They will need time to speak to the Head and for investigations to take place. The response to your complaint may come from the Chair of Governors or the Head Teacher.

Stage III: Formal Stage direct to DFES:

If you feel that the school Governors and Head Teacher have not dealt with your complaint, or have not dealt with it to your satisfaction, your next stage is to complain to The Learning Trust or the DfES (see addresses below):

**The Learning Trust  
1 Reading Lane  
London E8**

**Department for Education (DfE)  
Sanctuary Buildings  
Great Smith Street  
Westminster  
London SW1P 3BT**