

## Complaints Policy

### Procedures for Dealing with Complaints

At Buxton Infant School we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially.

We believe that a close partnership between the school, parents and pupils is essential to ensure pupil progress and well-being. In support of this, parents are invited to enter a Home-School Agreement. This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations of pupils.

Through our programme of meetings between parents and teachers, as well as through informal contact, we provide opportunities for parents to raise matters of concern – about the curriculum or more general issues. If a concern is not resolved through discussion with a teacher, the parent or the teacher can refer it to the head teacher. Complaints from members of the public should be made directly to the head teacher.

The head teacher will offer a meeting with the parent or other complainant, as far as possible at a mutually convenient time. At that meeting, and through discussion, the head teacher will seek an acceptable outcome, to the satisfaction of all parties involved.

If the head teacher is unable to resolve the complaint within 10 school days, or is the subject of the complaint, the head teacher or the complainant can refer it to the Chair of Governors.

The Chair of Governors will ask for the complaint to be put in writing. It is helpful if the complainant can set out the concern in detail, but this is not essential. The Chair of Governors will arrange for a meeting of the complaints committee of the governing body, as far as possible at a time convenient to all parties, within 15 school days. The complainant, the head teacher and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a friend or supporter if they wish.

The complaints committee will consist of at least 3 members co-opted at the time of the complaint but excluding the Chair and staff members.

If the complaint is complex, the Chair of Governors can appoint an investigating officer to gather evidence and conduct preliminary interviews. The investigating officer will then support the complaints committee in hearing the case.

The complaints committee will consider any written material, and also give the person making the complaint and the head teacher and staff an opportunity to state their case and question the other side. The committee will ensure that all present are treated fairly.

The committee will give a decision as soon as possible after the hearing, and will confirm it in writing, along with reasons for their decision. The letter will also explain the right of appeal to an external body if the complaint is not accepted.

Policy approved by Governing 4 February 2016

Signed

Date

This policy will be reviewed February 2018.