

MERE SCHOOL

IF YOU HAVE A CONCERN OR COMPLAINT ABOUT OUR SCHOOL

We have formulated a procedure to follow. Key information for parents is summarised below.

When to contact us: Whenever you are concerned about something at our school or wish to complain.

Why? We want a supportive partnership in which problems are ironed out. This is far better for pupils than divisions between home and school.

How? Home-school contact book if you wish. Telephone call if the issue is urgent. Letter before for a formal complaint.

Who? Depends on the nature of the issue, the main options are:

<i>Topic:</i>	Subject matter, homework or setting	Welfare issues, problems between pupils	School organisation, policies, staff conduct, serious issues
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<i>Contact:</i>	Class teacher	Class Teacher	Headteacher
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<i>First response:</i>	Rapid acknowledgement (normally 3 days maximum) with indication of time wanted for investigation (if needed) and reply.		
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<i>Answer:</i>	If satisfactory, concern ends	←	Not satisfied? Refer to Headteacher
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**Still not satisfied?
Please contact the
Chairman of governors**

There is no formal procedure for praise. If you feel that something has been done specially well, please feel free to let us know. It is helpful to know which aspects of our school are particularly valued by parents.

MERE SCHOOL

Complaints Procedures

1. **Receiving the complaint** - *The persons receiving the complaint will:*

- listen sympathetically to the complaint
- offer an immediate acknowledgement verbally or within three days in writing
- indicate what action will be taken, by whom and by when
- decide, in consultation with others if necessary, to whom the complaint should be referred
- ensure that all relevant information is passed on to the person investigating immediately.

2. **Dealing with the complaint** - *The person investigating the complaint will:*

- ensure that a thorough and fair investigation is carried out
- consult appropriately
- maintain confidentiality
- involve other agencies e.g. Police, Social Services etc. as appropriate and after careful consultation
- keep the complainant informed of the progress of the investigation.

If the complaint concerns a member of staff that person has the right to be informed immediately, be given the opportunity to put their side of the case, be kept informed of progress in the investigation and of the outcome.

3. **Deciding what action to take**

If the person investigating the complaint finds that there is a case to answer the following methods of redress may be offered:

- an apology
- an explanation
- action to put things right.

The complainant will be informed of the outcome of the investigation as soon as is reasonably possible. She/he will also be informed to whom reference can be made if the outcome is not thought to be satisfactory.

If the person investigating is not a member of the Senior Management Team she/he will ensure the Senior Management Team is kept fully informed.

4. **Keeping Records** - *The person investigating will ensure that:*

- careful records are kept
- the complaints log is completed
- confidentiality is maintained.

5. **Reviewing and monitoring** - *The Senior Management Team will:*

- review the complaints log termly
- survey complaints to determine the levels of satisfaction achieved
- report termly to the governors' appropriate sub-committee.

Spring 2008

Review: Spring 2011

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COMPLAINTS LOG

This is to be initiated by the person receiving the complaint and passed to others for completion as appropriate.

Name of Complaint	Address/ Telephone Number	Received By	Date Received	Dealt with by
Nature of complaint (brief details):				
Action taken:				
Date matter closed:				

Please ensure you bring all complaints to the attention of the Head Teacher.

When the procedure is concluded this form and all supporting evidence/documentation must be passed to the Administrative Officer for filing.