

Bishop's Waltham Junior School

Complaints Procedure

HOW TO COMMENT OR COMPLAIN

Each day Bishop's Waltham Junior School makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning. You may want to talk to us about a particular aspect of this school that is not a complaint – or just chat about a good idea you have, or about something you have seen. Whatever it is, let us know your views, either in writing, or better still by talking to a staff member.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to complain.

We undertake to ensure that:

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within 10 school days.

HOW TO MAKE A COMPLAINT

First

If you have a concern about anything we do, or if you wish to make a complaint you can do this by telephone, in person or in writing. We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or other appropriate member of staff such as the special needs co-ordinator (SENCO), if it is about special needs.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you, we cannot explain what we are doing or try to put it right.

Second

If the first person you talk to cannot help you then speak to the head teacher. Make an appointment via the staff in the school office. The Head teacher should be able to sort out your worries but sometimes this is not possible.

Third

If you are not satisfied you can complain formally by filling in a form, which is available from the school office. Send the form to the Chair of Governors. The school secretary will do this for you if you wish. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 School days to give you a progress report and tell you what will happen next. When your complaint has been fully investigated The Chair of Governors will write to you explaining the outcomes and, if necessary, arrange a meeting to try and resolve the situation'.

Fourth

The majority of concerns are resolved by the headteacher or with the help of the chair of governors. In the rare case that you are not satisfied with the outcome you can ask the governing body's complaints panel to consider your complaint. You will need to write

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again to the chair if you wish to take your complaint further. This would be the final stage in the school's internal procedures.

Fifth

A small number of complaints cannot be resolved by this process. In the case of complaints about Special Education Needs, the National Curriculum or Collective Worship, you can complain further to the Hampshire LEA.

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Summary : The five stages of resolving a complaint

<p>Stage 1</p>	<p>Discussion with relevant teacher,</p> <p><i>If not satisfied then</i></p>
<p>Stage 2</p>	<p>Parent/s to inform Headteacher that they are not satisfied with the teacher's response to the complaint. The Headteacher will invite parent/s for 'face to face' dialogue to discuss how best to resolve the complaint. In the absence of the Headteacher the Deputy Headteacher will arrange this meeting.</p> <p>If the Headteacher cannot resolve the issue immediately, he/she will let you know how long it will be before he/she can give you an answer.</p> <p><i>If not resolved then</i></p>
<p>Stage 3</p>	<p>Parents wishing to take this complaint further will be given a copy of the Schools Complaints Procedure (this document) with a request to set out their complaint in a letter or by completing the complaint form, see attachment I. This letter or form should be sent to the Chair of Governors, to which a response will be given within 10 school days. Please do not approach other Governors at this stage so that an impartial group of governors can consider the situation later if required</p> <p><i>If not satisfied an appeal must be lodged within 10 school days.</i></p>
<p>Stage 4</p>	<p>Meeting with a Governing body complaints panel made up of 3 or 5 governors not involved in the complaint to date. Governors must not be on the panel if they have been involved closely with a complaint at an earlier stage.</p> <ul style="list-style-type: none"> -The meeting to be called within 10 school days, and to take place at a mutually agreeable time to Governors and complainant. -If the complainant is not willing to attend the meeting, the Governing Body reserves the right to hold the meeting in their absence. -The written outcome to be produced within 7 days of the panel meeting. <p>For General Complaints, this is the final stage of this school procedure For Issues related to the National Curriculum or provision of Religious Education, the complainant may appeal further to the LEA.</p> <p><i>If still not satisfied then</i></p>
<p>Stage 5</p>	<p>The Governing Body will assist you in making contact with the LEA. For National Curriculum / RE matters the LEA will offer an appeal procedure.</p> <p>However, for all general matters, the only recourse is to the Secretary of State. Complainants are strongly advised to contact the LEA for advice before taking this action.</p>

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Suggestion or Complaint Form

Please use the space on this form for any suggestion or complaint

Please complete and return to the chair of the school Governing Body who will acknowledge receipt and explain what action will be taken.

You can do this via the school office, which will forward this form for you (in a sealed envelope if you wish)

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint, or suggestion.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

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

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

Signature:

Date: