

# *Stradbroke Primary Complaints Policy*



<u>Written By</u>	<u>Written Date</u>	<u>Review Date</u>	<u>Approved by</u>
John Sitch	Sep 2023	Sep 2026	Governing Body

## **Aims**

- **To provide a clear channel of communication in which parents feel that their issues are being dealt with in a professional and open manner.**
- **To work with Parents/Carers so that complaints can be addressed informally in school.**
- **To make Parents/Carers aware of formal procedures, should informal strategies not resolve the issue.**
- **To make Parents/Carers aware of who to contact if you wish to make a complaint.**

This Policy applies to all children, including those in EYFS.

## **Introduction**

Stradbroke prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. Stradbroke makes its complaints procedure available to all parents of pupils and of prospective pupils on the school's website and in the school office during the school day. We will also ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and the form in which it is published or available.

## **What Constitutes a Complaint?**

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a parent believes that the school has done something wrong, or failed to do something that it should have done or acted unfairly. However, please note, Stradbroke Primary governors will not tolerate aggressive or rude behaviour towards its staff and will act to protect them from abuse if the complaints procedure is not followed appropriately.

## **The Correct Procedure**

1) Your child's teacher should be able to deal with most complaints.

2) If you are not satisfied after that, speak with the teacher in charge of your child's Key Stage in school:

- Mrs Gabbitas (Phase 1: Little Teds, Nursery, Reception and Year 1)
- Mrs King (Phase 2: Y2 and Y3)
- Mr Bavington (Phase 3: Y4, Y5 and Y6)

\*If any of these members of staff are absent, then please speak to another member of the Senior Leadership Team.

3) If the matter has still not been resolved, then Mrs Barker, the Office Manager, can make an appointment for you to discuss the matter with Mr Grainger (Inclusion Manager). Following that, if you're still not satisfied, you can arrange a meeting with Mr Nash (Deputy Head) or Mr Sitch (Headteacher) who will conduct a further investigation.

4) If you are still unhappy, you can write to the Chair of Governors, Mrs Cazzato, via Mrs Barker. The written complaint will be discussed by three governors who have no previous knowledge of the complaint. The letter of complaint will be addressed within 21 days of being received.

5. If you are not satisfied with the outcome, you may refer your complaint to the Governing Body's Complaint Appeal Panel which will be made up of three other governors with no previous involvement in the case.

6. Exceptional cases may be referred to the Secretary of State for Education.

Parents of children may make a formal complaint to Ofsted who can be contacted as follows:

Enquiries

National Business Unit,

Ofsted,

Piccadilly Gate,

Store Street,

Manchester M1 2WD.

Or you can fill in an online complaint form at <https://contact.ofsted.gov.uk/online-complaints>.

**N.B. Should your complaint be regarding any safeguarding issues, you must make an appointment to see a member of the safeguarding team in school (Information available at the main reception or in the Foundation Stage).**