

# The Federation of The Downs & Northbourne Church of England Primary Schools



### Complaints Policy Flowchart

## School Mission Statement Federation of The Downs and Northbourne CEP Schools

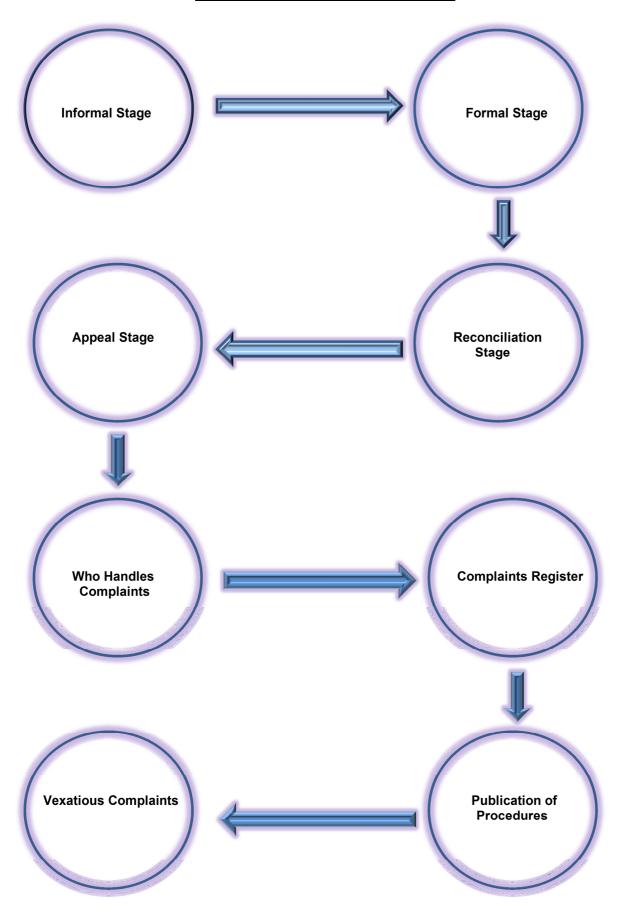
Our mission is to create a school in which every member feels valued, irrespective of their race, gender or disability and where the development of the whole child is paramount.

We expect high standards from all, and try to provide the maximum opportunities for every member to fulfil their individual potential. Our Christian ethos encompasses tolerance and cultural diversity which will enable us to embrace the challenges of our world.

We strive to make our learning and working environment a safe, but vibrant and stimulating place from which children can begin their journey of lifelong learning.

Last Review	Next Review		
Date:	Date:		

### **Complaints Procedures Flow Chart**



1

•Informal stage: discussion between the complainant and a member of staff.

2

•Formal Stage: if the complainant is not satisfied, he or she can put their complaint in writing to the school's complaints officer (which can be the headteacher) who will investigate the complaint. Within 10 days the complaints officer must either inform the complainant of a decision (in writing, giving the reasons for the decision, advising of a further right of appeal, and if appropriate, the timetable for any action), or tell the complainant when a decision will be made.

3

• **Reconciliation Stage:** if the complainant remains dissatisfied (and writes within 10 days of receipt of the decision letter), the headteacher must try to resolve the matter. The complainant is entitled to meet with the headteacher. The decision letter follows the same format as in the informal stage.

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•Appeal Stage: if the complainant remains dissatisfied, he or she can appeal to a committee set up by the governing body. Within 5 days of receipt of the complaint, the headteacher should notify the chairman using an appropriate form, attaching any statement made by the complainant. The committee should investigate the complaint, including, if appropriate, an oral hearing (procedures for this are set out in the draft regulations) or seeking advice from the LEA or diocese. The regulations do not set a time limit for this stage of the process.

#### •Who handles complaints

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All formal complaints to the complaints officer in the first instance. Complaints about the complaints officer go to the headteacher (where the officer is not the headteacher). Complaints against the headteacher, a governor or the whole governing body must be investigated by the chair of governors. Complaints against the chair go directly to the governing body via the clerk to the governors. The governing body can refer the matter to the LEA or diocese either in the first instance or following an appeal. The LEA/diocese make a recommendation to the governing body.

#### Complaints register

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Schools will have to maintain a record of all formal complaints and give the LEA and (where appropriate) diocesan bodies access to that record.

#### Publication of procedures

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The existence of the complaints procedure shall be publicised in the school prospectus; with information sent to parents of new pupils; and in any other form the governors see fit. Copies should be sent to the LEA and be made available on request for inspection at the school

#### Vexatious Complaints

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If properly followed, a good complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the governing body is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.