

Complaints Procedures Policy Statement for DINAS POWYS PRIMARY SCHOOL

Definition

Reference Welsh Assembly Government Guidance Circular 03/2004

Section 29 of the Education Act 2002 requires the Governing Bodies of all maintained Schools in Wales to establish procedures for dealing with complaints from parents, pupils, members of staff, governors, members of the local community and others.

Definition - A Complaints Procedure:

is a way of ensuring that anyone with an interest in the school can raise a concern with confidence that it will be heard and if well founded, addressed in an appropriate and timely fashion.

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action. A formal complaint must be submitted in writing to the appropriate person.

Guidelines

- Dinas Powys Primary School seeks to be a 'listening school' and will do its best to enable parents to feel confident to raise issues and concerns with appropriate staff.
- We will try to resolve parents' concerns as informally and quickly as possible and always make clear what action, if any, is being taken.
- The Governing Body will consider complaints through the Complaints Committee and Complaints Appeals Committee where it has been impossible at School Management level.
- Complaints will be considered following a clear set of procedures as outlined in the Welsh Assembly Government Guidance Circular 03/2004. These procedures will be made clear to any parent making a complaint.

Stage 1 - Complaint Raised with and Resolved by First Recipient within the School.

Stage 2 - Consideration by the Headteacher.

Stage 3 - Consideration by the Governing Body.

Timescales and further details:

Stage 1 - If no satisfactory solution has been found within 10 school days, the complainant should be asked if they wish their concern to be considered further.

Stage 2 - If appropriate, complainants who wish to pursue a complaint at Stage 2 should be asked to put it in writing and the Headteacher should acknowledge the written complaint in writing within 5 school days of receiving it. A response is requested within 10 days. If this timescale is unachievable the complainant should be informed of when it is likely to be conducted.

Written records of meetings, telephone conversations and other documentations should be kept.

Stage 3

- If a complaint is not satisfied with the outcome of the consideration by the Headteacher the Governing Body may consider the matter. The Governing Body must satisfy them that Stages 1 and 2 have been exhausted before considering the matter. The complaint will be heard by the complaints committee. The membership of the committee must be checked before each hearing. The Chair of Governors will ask the Clerk to the Governing Body to acknowledge receipt of a complaint, within 5 school days. The Clerk will then make arrangements for the Governing Body complaints committee to meet to hear the complaint, within 15 school days of the date of receipt of the letter.
The decision of the complaints committee will be sent in writing to the complainant within 5 school days.
An appeal stage will be available if required.
The Governing Body will then make a secure closure of the complaint.

The Governing Body will follow the procedures outlined in the Welsh Assembly Government Circular 03/2004. School Governing Bodies Complaints Procedure for any adaptations needed for the Stage 3 approach.

Date agreedJanuary 2015.....

HeadteacherJulie Thompson.....

Chair of Governing Body ..Jill Davies ..

Date for reviewas necessary.....