



Dreaming, believing, succeeding together
Breuddwydio, coelio, llwyddo gyda'n gilydd

Complaints Policy

Policy reviewed: *September 2023*
Policy valid until: *September 2026*
Policy owned by: *The Headteacher*

Headteacher: _____

Chair of Governors: _____

Concerns

A concern is not a complaint and should not be treated as such by the parent or the school. Only a very small number of concerns raised by parents need to be investigated using the formal procedure. **Any concern should always be raised with the class teacher or Headteacher in the first instance where every effort will be made to resolve the difficulty.** When concerns are addressed and resolved there should be no need for a formal complaint. An initial request for action, or an enquiry, is not a complaint, however, failure to respond could give rise to a complaint.

Complaints

This policy explains what parents can do if a query or concern, which has been raised with the Headteacher, has not been responded to in an appropriate manner.

A number of other procedures already exist. There are special arrangements for dealing with the following matters, which must not be dealt with under the complaints' procedure.

The existing special arrangements are for dealing with: -

- Complaints about what your child is taught at school (the National Curriculum), the school's charging policy, religious education and collective worship, and the school's provision of information.

The school prospectus gives details of the arrangements. In each case however, you should first discuss the problem with the Headteacher.

- Appeals against decisions about your child's additional educational needs.

A tribunal has been established to deal with complaints of this nature. The school or Local Education Authority will be able to give you details

- If you are not offered a place in the school of your choice, or if your child is suspended or excluded from school.

The school will tell you how to appeal if these situations arise.

Our approach to answering your concern or complaint

- We will consider all your concerns and complaints in an open and fair way.
- At all times the school will respect the rights and feelings of those involved and make every effort to protect confidential information.
- Timescales for dealing with your concerns or complaints may need to be extended following discussion with you.
- We may ask for advice from the Local Authority where appropriate.
- Some types of concern or complaint may raise issues that have to be dealt with in another way (other than the complaints policy) in which case we will explain why this is so, and tell you what steps will be taken.
- Complaints that are made anonymously will be recorded but investigation will be at the discretion of the school depending on the nature of the complaint.
- Where complaints are considered to have been made only to cause harm or offence to individuals or the school. The governing body will ensure that records are kept of the investigations that are made and what actions are taken, including the reasons for 'no action'

In all other cases you should follow the procedure outlined below.

Stage A

If you have a concern, you can often resolve it quickly by talking to a teacher or the Deputy Headteacher. You should raise your concern as soon as you can; normally we would expect you to raise your issue within 10 school days of any incident.

A response should be provided within 10 school days

Stage B

You should put your complaint in writing to the Headteacher. It would be expected for you to do this within either 10 days of the incident or within 5 days after receiving a response at Stage A.

A response should be provided within 10 school days

Stage C

You should put your complaint in writing to the Chair of Governors, through the school's address, setting out your reasons for asking the governing body's complaints committee to consider your complaint. If this is following Stage B you do not have to write down details of your whole complaint again, this should be done within 10 days of the incident or within 5 days after receiving a response at Stage B.

The complaints committee will normally have a meeting with you within 15 school days of receiving your letter.

A response should be provided within 10 school days of the meeting explaining the outcome of the governing body's complaints committee's consideration. **The governing body's complaints committee is the final arbiter of complaints made to the school.**

If you feel your complaint has not been fully resolved, you may choose to seek further advice from the Local Authority.

Procedures for recording and monitoring complaints

The governing body will record and monitor all complaints according to the processes described within the guidance. The records will be kept for three school years.

Procedures for implementing any actions arising from the resolution of complaints or from monitoring trends.

The Governing Body recognises that lessons can be learnt and procedures improved as a result of individual complaint cases and the monitoring of long-term trends. The Governing Body will receive regular reports summarising key trends and issues on complaints. Any actions taken as a result of the analysis of complaints will be identified in the annual report to parents.

Special Circumstances

If a complaint is made about the Headteacher, a governor, or group of governors, the chair or vice chair of governors, or the whole governing body, then the document "Complaints Procedures for School Governing Bodies in Wales" 011/2012 (October 2012) will be referred to and used.

What we expect from you

We believe that all complaints have a right to be heard, understood and respected. But school staff and governors have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour. We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining.

This policy is available on the school website, and in translation, on request.