

COMPLAINTS POLICY

Surlingham Primary and
Rockland St Mary Primary

Sapientia Education Trust

SAPIENTIA EDUCATION TRUST

Surlingham and Rockland St Mary Primary Schools

WHAT TO DO IF YOU HAVE A COMPLAINT

Introduction

Naturally, we hope that you will be happy with the way in which we work with you and your son or daughter and will not feel the need to complain. However, we recognise that there may be occasions when you feel that you wish to make a formal complaint.

The following details set out the procedure for making a complaint and how to exercise your rights to obtain certain types of information from the School.

Most complaints can be dealt with quickly and informally by a telephone call, an e-mail or a quick word with the member of staff concerned.

COMPLAINTS PROCEDURE

Stage One

If you are not satisfied with an informal approach you should contact the (**Head of School/senior teacher**) setting out the details of your complaint in writing and making it clear that you are invoking the Complaints Procedure.

The (**Head of School/senior teacher**) will respond to your complaint as soon as possible, usually within 5 working days, and arrange a meeting to explain the outcome if necessary and practical.

Stage Two

If you are dissatisfied with the outcome of your complaint at Stage One, you may write to the Headteacher. He/She will respond to your complaint as soon as possible, usually within 5 working days, and again arrange a meeting to explain the outcome if necessary and practical.

Stage Three

If you remain dissatisfied, or if your complaint is about the Head Teacher or the Executive Head, you should contact the Chairman of Governors via the Clerk to the Governing Body.

Again, your complaint should be in writing, be accompanied by any appropriate documentation and make it clear that you are invoking Stage Three of the Complaints Procedure. Complaints about a decision of the Headteacher or Executive Head actions in response to a complaint must reach the Clerk to the Governing Body within four weeks of the Headteacher or Executive Head's decision or response to the complaint.

The Governing Body will:

- Acknowledge your letter within 10 school days.
- Tell you what arrangements have been made for your complaint to be considered
- Arrange for a meeting with a panel of at least two nominated Governors (who will have no prior knowledge of the matter of the complaint) and one person who is independent of the school at which you will be able to explain your complaint. You are entitled to be accompanied by a friend or other advisor at such a meeting.

- Provide you with a clear explanation of the Governors' findings and actions, electronically or otherwise (a copy will also be sent to the person complained about unless disclosure is precluded by other regulations or protocols).

The Governing Body will normally complete the investigation of a complaint within 20 school days. Copies of all correspondence relating to the Complaint will be retained, confidentially, by the Clerk to the Governors at the school except where the Secretary of State or a body conducting an inspection or undertaking another statutory function

requires access to them. The records of complaint are normally held for ten years. A written record will be kept of all complaints, and whether they were resolved at the preliminary stage or proceeded to a panel hearing.

Vexatious Complaints

Where a complainant raises an issue that has already been dealt with via the School's complaints procedure, and that procedure has been exhausted, the School will not reinvestigate the complaint.

If a complainant persists in raising the same issue, the Headteacher will write to them explaining that the matter has been dealt with fully in line with the school complaints procedure, and therefore the case is now closed. The complainant will be provided with the contact details for the Department of Education if they wish to take the matter further.

Unreasonable complaints include the following scenarios:

- The complainant refuses to co-operate with the School's relevant procedures
- The complainant changes the basis of the complaint as the complaint progresses
- The complainant seeks an unrealistic outcome
- Excessive demands are made on the time of staff and Governors and is clearly meant to aggravate
- The complainant acts in a way that is abusive or offensive

Further Action

The decision of the Governing Body is final. The Governing Body will not consider any subsequent complaint that is materially the same as a complaint that has already been considered at Stage three nor will it enter into any further correspondence with a complainant in these circumstances save to bring to their attention the right to complain to the Education and Skills Funding Agency (ESFA), or OfSTED who consider the complaint according to their own procedures

Complaints to the ESFA should be made using the online form:

https://form.education.gov.uk/submitform.php?self=1&form_id=cCCNJ1xSfBE&type=form&SHowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1

Addresses: Clerk to the Governors c/o Surlingham Primary School Walnut Hill Surlingham Norfolk NR14 7DQ 01508 538214	OFSTED Piccadilly Gate Store Street Manchester M1 2WD 0300 123 1231
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Governors
c/o Rockland St Mary
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School Lane
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