



Compliments, Concerns and Complaints Policy

Maximum Effort for Maximum Achievement

We have based our school's policy on the DfE guidance document **Compliments, Concerns and Complaints Policy**

Compliments

These are always welcome and very encouraging to teachers and staff. The school encourages feedback or opinions from pupils and parents. In practice this dialogue is continuous, sometimes directly and also indirectly, for example, through the Friends' Association. It may not always be possible to act immediately but pupils and the school always benefit so please don't hold back. Compliments could be shared verbally, with class teachers or the Headteacher, for example, or could be sent via email or letter.

Concerns

It is natural that parents may, occasionally, be concerned about an aspect of their child's education or welfare at school. This could include issues concerning the school's approach to aspects of the curriculum, homework, behavioural problems or any other issue.

The school welcomes enquiries from parents about any matter. Teachers and staff will explain the school practices, policies, and how they affect the pupils. The vast majority of concerns will be handled by the class teacher or by the subject co-ordinator if this is more helpful. If in doubt, keep asking until you are completely satisfied as all staff are eager to help.

The usual format is to speak to the child's class teacher in the first instance, or to contact the school office to arrange an appointment to discuss your concern with whoever you wish. At all times the staff will help to resolve a problem. If occasionally parents feel they must state their concern formally, this too is not a problem. The school has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

Complaints

The procedure is again to speak to the child's class teacher in the first instance, or contact the school office to arrange an appointment to discuss your complaint with whoever you wish. Please ask at the school for full details of our procedures or look at our website [link here]

The school's policy is to comply with the Department for Education's guidance and legislative requirements for Academies. Details of these are available at:

<https://www.gov.uk/complain-about-school>

In summary, the nationally accepted procedure is divided into three stages:

Stage 1 aims to resolve the concern through informal contact at the appropriate level in school.

Stage 2 is the first formal stage where written complaints are considered by the headteacher.

Stage 3 is the next step once Stage 2 is complete. It involves a review of your complaint by a panel of governors as set out in the procedures.

Beyond the governing body, the final recourse for a complainant is to the Secretary of State for Education. Complaints against academies can be made by following the policy 'Procedure for dealing with complaints about Institutions funded by the Education Funding Agency.'

This is available at:

<http://www.education.gov.uk/schools/leadership/schoolperformance/b00212240/guidance-on-making-a-complaint-about-a-school>

If you should need to refer to the full procedures, please ask at the school office. All staff are familiar with the guidelines and have a duty to help parents needing advice. These

procedures have been carefully compiled and their reference, however rare, is routine to help pupils, parents and the school.

In nearly all cases we are happy to help and Please don't feel you are making a fuss by asking. However, please note the Academy reserves the right not to investigate complaints under this procedure if, in the Academy's view, these vexatious.

Monitoring and Review

Policy Date: Summer 2019

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