



Responding to Parents' Concerns Policy Statement for Clarendon Primary School

Aims

- To ensure that parents are aware of the school's consistent approach to raising and managing concerns.
- To ensure that parents feel valued irrespective of their concern.

General principles

1. This policy statement sets out the school's approach to dealing with concerns and complaints. Clarendon Primary School has adopted the Surrey County Council guidance for responding to concerns. Further details of this are contained in the document '*Responding to Concerns about Surrey County Council schools – guidance for parents.*' A copy of this is available on the Surrey County Council website, on the school's website or on request from the school office.
2. As a school we value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We endeavour to keep parents informed about all aspects of school life in a variety of ways. These include through:
 - *parents' evenings*
 - *school reports*
 - *the school's newsletter and termly curriculum maps*
 - *the school website*
 - *text messages and emails*
 - *informal face to face contact*
 - *the school's Parent Forum.*

We also regularly seek parental feedback in a range of ways, which include the use of *questionnaires, information events, parent workshops and the parent forum.*

5. As a school we will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately; for example via social networking sites or in front of pupils.

6. All school staff and governors will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required.
7. The school's procedures will be reviewed regularly and updated as necessary.
8. Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as part of a specific group.

Model used when responding to and managing complaints:

When responding to concerns or complaints the following four stage model is used:

Stage 1 – Discuss your concerns with your child's class teacher or other appropriate member of staff. Most difficulties are resolved satisfactorily at this stage.

Stage 2 – Contact the Headteacher by arranging an appointment to discuss the matter or put your concern in writing. The Headteacher will investigate your concerns and respond.

Stage 3 – If the Headteacher has been unable to resolve the issues to your satisfaction, complete a Stage 3 complaint form, appendix one, and return it to the Chair of Governors, care of the school. The Chair of Governors or nominated governor will investigate and respond.

Stage 4 – Very few concerns reach this formal stage. A formal complaint is heard when all previous stages have been undertaken and the issue remains unresolved. The complaint will be reviewed by a panel of three governors who have had no previous involvement. To initiate the stage 4 process you should put your request in writing to the Clerk to the Governing Body, care of the school.

Statutory procedures for specific types of complaints

Complaints about the following issues are subject to statutory procedures which are separate from the general complaints procedure. For more information about these procedures please contact the Headteacher or Surrey County Council (0300 200 1004).

- Pupil exclusion
- Admission to school
- Child protection/safeguarding
- Statements of Special Educational Needs (SEN)/ Education, Health Care Plans (EHCP)
- Freedom of Information/ Data Protection
- Discrimination/harassment based on protected characteristics as defined in the Equality Act 2010
- Grievance by a member of school staff

Policy Review:

Date reviewed: Summer term 2016

Review date: Spring term 2019

Appendix 1



Clarendon Primary School

If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate your concern.

It is, however, important that you attempt to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff or the Headteacher at the school.

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Chair of the Governing Body, c/o the school address.

Please note that should the complaint refer to more than one incident, you should complete a separate form for each incident; this is to clarify individual responsibility and maintain confidentiality, should the case result in a formal hearing.

Your name:		
Your address:		
Your telephone numbers		
Home:	Work:	Mobile:
If applicable - Child's name and date of birth:		Your relationship to the child:
Please give a brief description of your complaint:		

When did you report the problem to the school?

To whom at the school did you report the problem?

What was the response?

Have you complained to the school about this before? Yes/No

If so, to whom and when?

What steps do you feel should have been taken by the school to resolve the matter?

What steps do you feel should now be taken by the school to resolve the matter?

Signature:

Date:

THIS SECTION IS FOR SCHOOL USE ONLY

Date form given/sent to complainant:		Date form received by school:	
Complainant's name:			
Complainant's address:			
If applicable - Child's name and date of birth:		Complainant's relationship to the child:	
Complainant's telephone numbers			
Home:		Work:	Mobile:
Nature of complaint:			
Actions taken to resolve complaint:			
Outcome of complaint:			
Date forwarded to Chair of the Governing Body for action:			
Any other comments:			
If applicable - Date forwarded to Stage 4:			