



...working together

POLICY AND PROCEDURES FOR RESPONDING TO COMPLAINTS

The Governing Body of Leigh Beck Infant and Nursery Academy has adopted the LA Complaints Policy. The following is a summary. The full policy is available on request.

At Leigh Beck Infant and Nursery Academy we believe that children of any age are more likely to be happy at school, and to achieve their best, if their parents take an active interest in their education and welfare during the time the child is in school.

We value the involvement of parents and carers in the life of our school and offer any opportunities for you to take part in your child's education here.

It is natural that parents may, from time to time, be concerned about some aspect of their child's education or welfare at school. This may, for example, be due to a misunderstanding about the school's approach to aspects of the curriculum, or about the way we deal with behavioural issues.

We therefore welcome enquirers from parents/carers about these and other matters and are confident that, in the vast majority of cases, we can reassure you by explaining our policies and practices and how they affect your child.

With a commitment from all concerned to resolve any such concerns calmly and rationally, we can work with you to try to achieve the most appropriate solution in your child's interests.

You are welcome to see a copy of any of our school policies. We can also provide you with a copy to take away. Please enquire at the school office.

What to do if you have a concern about your child at school:

1. If you are concerned or have a complaint that relates to your child in the classroom, you should raise this with the class teacher. The teacher will arrange to see you within three term-time working days.
2. If you are not satisfied with the response from the class teacher then ask the School Office staff to make an appointment for you to see the Head of School. Tell them that you have already seen the class teacher and wish to discuss the problem further. They may ask you for some general details so that the Head of School can have some information ready for your meeting and is more likely to be able to help you quickly. The appointment will be within three term-time working days.
3. If you are not satisfied with the response from the Head of School then ask the School Office staff to make an appointment for you to see the Executive Headteacher. Tell them that you have already seen the class teacher and the Head of School and wish to discuss the problem further. They may ask you for some general details so that the Executive Headteacher can have some information ready for your meeting and is more likely to be able to help you quickly. The appointment will be within three term-time working days.
4. If you have a complaint about a general matter at the school, then please do not raise this with your child's class teacher, but ask the School Office staff to make an appointment for you to see the Head of School. Tell them what the complaint is about so that the Head of School can have some information ready for your meeting and is more likely to be able to help you quickly. The appointment will be within three term-time working days.
5. If, following your discussion with the Head of School and the completion of any agreed action, you are still concerned then write to the Executive Headteacher setting out the reasons for your concern. The Executive Headteacher will consider your views again and will send you a written response within one week.
6. If you are not satisfied with the written response for the Executive Headteacher, then you can write to the Chair of the School Governors, c/o the School, giving full details of the problem and the reason why you are

not satisfied. The School Governors have a small Committee to respond to such complaints. The Committee will aim to respond to your complaint within two week, during term time, of the School receiving your letter. The Committee will want to make sure that it has all the information it needs, which could include information and advice from the Local Education Authority, before it reaches a decision. They may invite you and the Executive Head Teacher to a meeting to discuss the complaint. If this is the case then the Committee will listen to points made by you and the Executive Headteacher, and may also ask some questions. You will all be asked to leave before a decision is reached and you will both be informed of the decision, in writing, within five days of the meeting.

7. The Governors Complaints Committee will treat your complaint confidentiality and objectively and their decision will be final.

Conclusion

8. The Governors expect that most concerns and complaints will be resolved through discussion with the School during parts 1 to 5 of this procedure. It is likely only to be in exceptional or unusual cases where a sensible solution cannot be agreed upon and where the matter needs to be referred to the School Governing Body.
9. There are separate procedures for dealing with complaints about the curriculum and collective worship, admissions, exclusion, statements of special educational needs, allegations of racism and child protection issues. Information about them is available from the School Office,

Any Person expressing a complaint direct to an individual governor, will be referred to this policy and asked to follow it.

This policy was ratified by The Governing Body March 2017.

Next review date: September 2019