



The Kite Primary Federation Complaints Policy

Description:	This document outlines the Federation's policy
Status:	Statutory Policy
Policy Audience:	Staff, Pupils & Parents/Carers
Federation Contact:	EHT, Finance Officer, H&S Governor
Other related Federation policies and procedures:	
Governor Committee:	Policies
Approved:	Spring 2021
Frequency of review:	Triennial
Latest Date for Next Review:	Spring 2024

This document sets out the policy for dealing with comments, grievances and complaints. This policy should read in conjunction with the Federation's Complaints Procedure.

This policy should be used for:

- Complaints relating to the schooling of your child
- Complaints about the education and care provided to pupils at the Federation
- Complaints about the Federation's operational arrangements

This policy is limited to matters that can reasonably be investigated and therefore complaints should relate to matters that have occurred within the last 12 months.

This policy should not be used for:

- Complaints by staff relating to grievances about their employment - there is a separate staff grievance procedure for this.
- Complaints about the actions of a governor - this should be reported to Chair

of the Governing Board or to the Local Authority if the complaint concerns the Chair.

- Complaints about the actions of another parent - this should be reported to the Executive Head Teacher who will investigate whether action can be taken by the Federation.
- Allegations of abuse - these should be referred to the Executive Head Teacher or to the Local Authority if the Executive Head Teacher is the subject of the allegation.
- Issues between the Federation and community groups/PTA - these will be resolved informally by discussion.

Status of this policy:

Section 29 of the Education Act 2002 states the need to have in place a procedure to deal with complaints relating to the and to any community facilities or services the Federation provides. The law also requires the complaints procedure to be publicised.

Purpose of this policy:

The school's values are concerned with meeting the needs of pupils, parents and other stakeholders. The governing Board believes that feedback is an important ingredient in self-evaluation and raising standards. All stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously.

The Federation takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints.

The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavour to resolve issues on the spot.

Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Applicability:

The policy shall apply to all employees and governors of the Federation. It is the shared responsibility of the Executive Head Teacher and the Chair of the Governing Board to ensure that these groups are made aware of the policy and procedure.

The Complaints Procedure will:

- Encourage resolution of problems by informal means wherever possible;
- Be easily accessible and publicised;
- Be simple to understand and use;
- Be impartial;
- Be non-adversarial;
- Allow swift handling with established time-limits for action and keeping people informed of the progress;
- Ensure a full and fair investigation by an independent panel *where necessary*;
- Respect people's desire for confidentiality;
- Address all the points at issue and provide an effective response and appropriate redress, where necessary;
- Provide information to the Federation's senior management team so that services can be improved.

Roles and responsibilities:

In brief the procedure is as follows:

Stage one:

- Complaint/concern heard by staff member (informal);

Stage two:

- Complaint heard by Executive Head Teacher (formal) or
- Complaint is heard by the Chair of Governing Board (if complaint is about the Executive Head Teacher) (formal);

Stage three:

- Complaint heard by Governing Board's Complaints Panel (review);

A dissatisfied complainant can always take a complaint to the next stage.

The Complaints Policy and Procedure are publicised to all stakeholders through:

- The information given to new parents when their children join the Federation ;
- Posters displayed in areas of the Federation that will be used by the public, such as reception or the main entrance;
- The school website.

If, at any stage of the process, the complainant starts legal action in relation to the matters under considerations, the complaints process will automatically cease, and all further correspondence will be with the Federations' legal representatives.

Monitoring and evaluating the policy:

All documentation regarding complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded and a summary included in the Executive Head Teacher’s termly report to governors.

The Governing Board will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole governing Board will not name individuals.

The monitoring and review of complaints by the Federation and the governing Board is a useful tool in evaluating the Federation’s performance, and will contribute to Federation improvement. Any underlying issues identified will be addressed.

Record Keeping:

- All complaints will be responded to in writing. For the purposes of this policy, writing shall consist of a letter or email.
- At Stage 1 - even though this is an informal stage, the complainant will receive a reply in writing and a copy should be retained for reference.
- At Stages 2a, 2b and 3 - there should be clear communication in writing throughout the handling of the complaint. A copy of all written communication should be retained for reference.

Only complaints relating to the schooling of the specific child would fall within the child's files. Other issues will be filed separately in a secure location and will be retained for a period of 7 years.

Signed.....Chair of the Governing Board

Signed.....Executive Head Teacher

Dated.....January 2021.....