



St John's Green Primary School

Learn to Live, Live to Learn

Complaints Procedure Statement

Feb 2014

The school's policy is to follow the Local Authority (Essex County Council) guidelines when handling concerns and complaints. A copy is readily available from the school office and via the school website. It would be unusual to deviate from these procedures but the school always retains discretion in these matters.

Our procedures for dealing with general concerns

The majority of concerns from parents, carers and others are handled under the following general procedures. The procedure is divided into four stages;

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

Stage 2 is the first formal stage at which written complaints are considered by the Headteacher in the first instance or the designated governor, who has special responsibility for dealing with complaints.

Stage 3 is the next stage once Stage 2 has been worked through. It involves a complaints review panel of governors.

Stage 4 is the Local Authority Review stage where the children's services authority (Essex County Council) will review and comment upon the way we have dealt with your complaint. It is, however, **NOT** an appeals stage and the local authority cannot overturn a governing body's decision

The four procedures are outlined fully in our Complaints Policy, which is available from the school office and on the school website. We would encourage resolution of all problems by informal means wherever possible and aim to deal with complaints swiftly. We will redress all points at issue and provide an effective response and appropriate redress, where necessary. The initial contact with the school, Stage 1 is provided below for reference:

Stage 1 – Your initial contact with the school

Many concerns will be dealt with informally when you make them known to us. The first point of contact should be your child's class teacher.

We will see you, or contact you by telephone or in writing, as soon as possible after your concern is made known to us. All members of staff know how to refer, if necessary, to the appropriate person with responsibility for particular issues raised by you. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.

We will ensure that you are clear what action or monitoring of the situation, if any, has been agreed and we will confirm this with you.

We will ensure that we speak directly to all appropriate persons who may be able to assist us with our enquiries into your concern.

We will discuss with you (normally within ten working days) the progress of our enquiries. You will have the opportunity of asking for the matter to be considered further, once we have responded to your concern.

If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage.