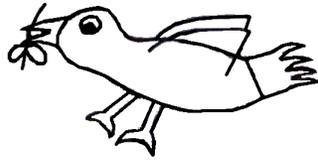


Mengham Infant School

General Complaints Policy



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Mengham Infant School
where a happy child is a learning child

Approved by: Headteacher / Full Board

Review: Annually

Reviewed: 23.11.16

Mengham Infant School

General Complaints Policy

In this document the word parent or parents also includes carers or legal guardians.

Rationale

This policy is intended to set out how the school will deal with general complaints. Complainants should feel able to express their views in the full knowledge that they will be dealt with fairly.

It is not intended to cover those aspects of school life where the law sets specific complaints procedures i.e. admissions, exclusions, complaints about the delivery of the National Curriculum and the provision of collective worship and religious education. Complainants who are not satisfied with a Local Authority's decision about special needs assessments may appeal to the SEN Tribunal. Further details about these procedures are available in other documents.

Aims

- An accessible and easily understood procedure for complaints.
- Encourage complainants to express their views at the earliest opportunity, through the appropriate channels.
- To aid communication between complainants and school.

Whether a complaint is made informally or formally, all parties should ensure that details are only known to those involved in investigating the complaint. Complainants who are parents should be assured that making a complaint does not adversely affect their child.

Complaints Procedure

Receipt of Complaints from Parents and Others

All complaints should be directed to the school office where they will be logged and referred to the Headteacher or a member of the Senior Management Team in the event of the Headteacher being absent.

Processing of Complaints

The Headteacher will investigate or cause investigation to be made of all complaints, except in the cases relating to alleged misconduct of the Headteacher. Where such allegations have been made against the Headteacher a letter should be sent to the Chair of Governors, who may appoint someone else to investigate. Thereafter the LA's Personnel Procedures will apply.

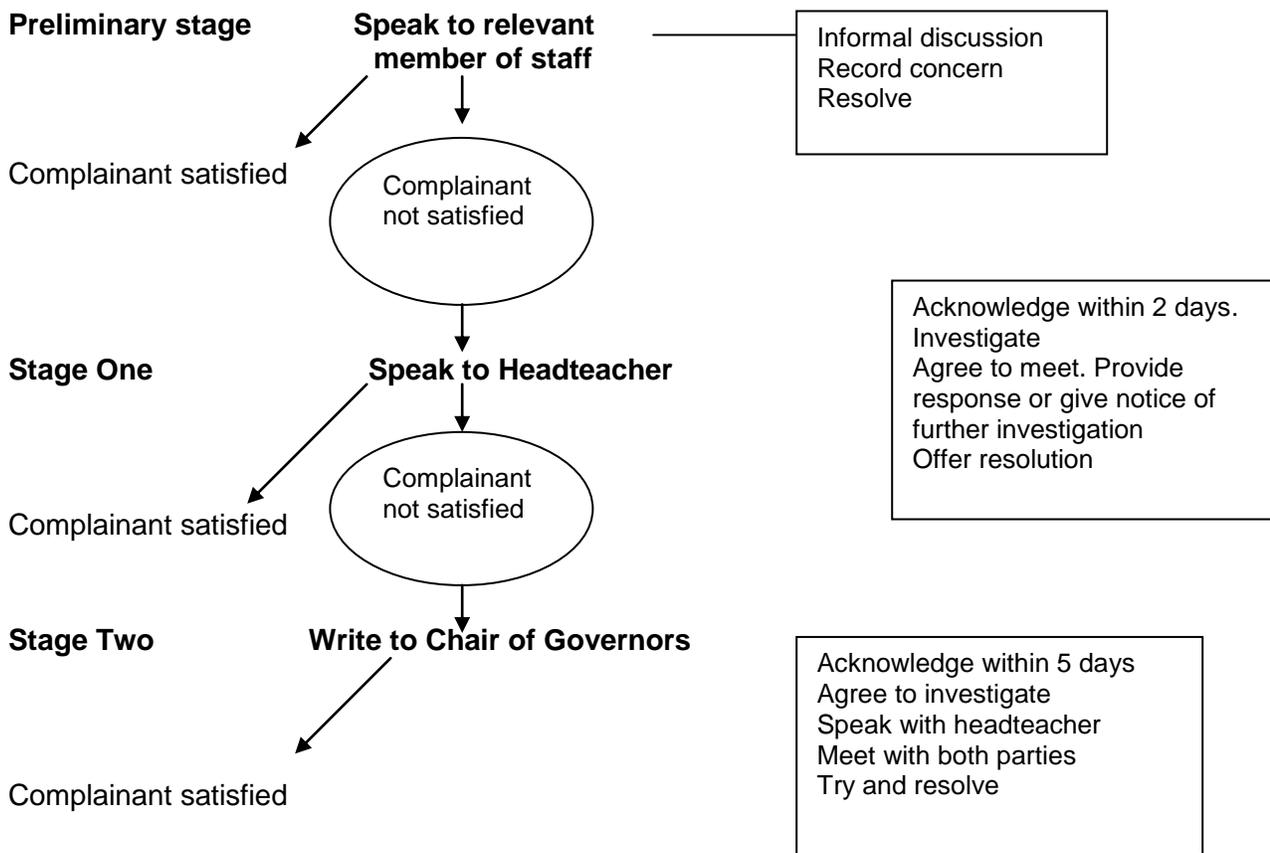
Complaints to the school will be acknowledged within two working days of receipt and a response will be provided within five school days. When a matter requires further investigation than is possible within the normal timescale, the complainant will be informed within two working days of receipt and an indication given of when a final response can be expected.

Most complaints are satisfactorily resolved by the appropriate manager reporting back, either in writing or by a telephone call (which will be logged), to the complainant. If the complainant is still not satisfied, they may appeal to the Headteacher, who has final authority in matters of internal organisation,

management and control of the school. If a Complainant feels that the Headteacher has acted unreasonably in the exercise of their duties and powers, he/she may appeal in writing to the Chair of Governors.

The outcome of the investigation and any action taken as a result will be entered into the record of complaints. The Headteacher will provide a report each term to the Full Governing Board on complaints received and any implications arising.

COMPLAINTS PROCEDURE FLOW CHART



The Role of the Governing Body

Complaints Received by a Governor

The governor will advise the complainant to contact the school direct.

How complaints are addressed by the governing body

In matters which fall within the scope of county procedures, such as for exclusion appeals or staff disciplinary matters, those procedures will take precedence.

Complaints about the school's policies or procedures will be referred to the Chair of Governors for consideration by the relevant governors' committee.

Complaints about the Headteacher or any governor should be directed to the Chair of Governors. Allegations of misconduct will be dealt with according to the relevant County procedures.

Representations to the Chair of Governors concerning treatment of a complaint may, at the discretion of the Chair, be referred to an Appeal Panel of three governors convened for that purpose.