



Complaints Policy and Procedures

2019

DRAFT

Chair of Governors: _____

Date: _____

Date to be reviewed: _____

1 Introduction

1.1 At the Grinling Gibbons and Lucas Vale Federation we strive to provide an outstanding education for all our children. The Executive Headteacher, Heads of School and staff work very hard to build positive relationships with all parents and provide a clear flowchart refer - to appendix 1. However, the schools are obliged to have procedures in place in case there are complaints by parents/carers. The following policy sets out the procedures that the schools follow in such cases.

1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately or refer to appendix 1 for guidance on communication procedures. We stress that there is a clear difference between a **concern** and a **complaint**. We take informal concerns seriously and as a result, few develop into formal complaints.

1.3 Parents should be assured that making a complaint will not adversely affect your child or you.

1.4 This policy is available from the school offices and will be published on our websites.

2 Aims

2.1 Our schools aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. Our complaints procedure is accessible and simple to use and understand. It aims to be non-adversarial. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved within established time limits.

3 The complaints process

<p>Stage 1. Informal. Expression of concern made to the school.</p>	<p>If a parent is concerned about anything to do with the education that we are providing at our schools, they should, in the first instance, discuss the matter with their child's class teacher or if it is another concern, refer to our communication procedures to identify the best person to contact. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress. Most issues can be resolved quickly.</p>
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<p>Stage 2. Complaint Concerns raised formally with designated complaints officer (the Head of School).</p>	<p>Formal complaints should be made in writing to the Head of school (using the proforma appendix 2) and will be acknowledged within 3 school days. The Head of school considers any such complaint very seriously and investigates each case thoroughly. The head of school reserves the right to allocate the investigation to another member of staff where deemed appropriate. However, all investigations will be conducted by an SLT member. Most complaints are normally resolved by this stage. The outcome of the Head of School investigation will be communicated to you within 20 school days in the form of a written response, with full explanation of the decision and the reason for it, as well as any action taken. If the complaint is about the Head of school the matter should be referred to the Executive Headteacher. If the complaint is about the Executive Headteacher, the matter should be referred to the Chair of Governors.</p>
<p>Stage 3. Governing body. Complaints rarely reach this formal level, but should you need to, you should make a formal complaint to the Governing Body Complaints Panel.</p>	<p>Complaints at this stage should be written and received within 10 school days of the Head of school's decision. Your letter should be addressed to the Chair of Governors and should set out why you remain unhappy and what you would like to see happen. The Governing Body Complaints Committee will consist of 3 people – none of whom will have been previously involved in your complaint. They will let you know within 20 school days of receiving your complaint, the date when your complaint is to be considered. If a meeting with you and others involved is considered necessary, you should be given adequate notice to prepare. The committee will make their decision in private and write to you within 7 school days</p>
<p>Stage 4. Final Complaints Stage If all attempts to resolve the complaint have failed, you may refer your complaint to the Secretary of State for Education. www.education.gov.uk</p>	<p>If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. Decision is made by recommendation and will be provided within 15 days where possible.</p>

3.1 Should any parents have a complaint about the Head of Schools, they should first make an informal approach to the Executive Headteacher, who is obliged to investigate it. The Executive Headteacher will do all s/he can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined above.

3.2 Should any parents have a complaint about the Executive Headteacher, they should first make an informal approach to the chair of the governing body, who is obliged to investigate it. The Executive Headteacher will do all s/he can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined above.

3.3 In the case of a vexatious complaint where despite all stages of this policy being followed the complainant remains dis-satisfied they are not entitled to re-open the same issue. In such cases, the Chair of Governors is able to inform them in writing that the process has been exhausted and that the matter is now closed.

3.4 An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances. These would include serious concerns such as child protection issues or bullying allegations, where the school might consider it appropriate to contact outside agencies.

4. Investigating complaints

4.1 It is suggested that at each stage, the person investigating the complaint makes sure that they:

- Ensure there are no telephone conversations between the school and the parent/carer. All communication should be made in writing by letter or by email. We accept meetings can be booked by phone with the admin staff.
- Establish what has happened so far and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant or contact them if further information is required
- Clarify what the complainant feels would put things right.
- Conduct any interviews with an open mind and be prepared to persist in the questioning.
- Complete all necessary notes and have a minute taker (office manager) in all meetings.

5. Resolving complaints

5.1 At each stage in the complaint schools and complainant will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition it may be appropriate to offer one or more of the following:

- An apology.
- An explanation.
- An admission that the situation could have been handled differently or better.
- An assurance that the event that was the basis of the complaint will not recur.
- An explanation of the steps that have been taken to ensure it does not happen again. Details of any disciplinary procedures that have taken place as a result of the complaint are not released.
- An undertaking to review school policy or procedure in light of the complaint.
- An explanation that there is insufficient evidence and thus the complaint cannot be upheld.
- An explanation that, following investigation, the concern is not substantiated by the evidence.

5.2 An admission that the school could have handled things better is not the same as an admission of negligence

6. Monitoring and review

6.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head of school logs all stage 2 complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.

6.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

6.3 All SLT members will be fully aware of procedures and trained accordingly and will be involved in reviewing the policy. All staff to be aware that a member of SLT will handle all formal complaints. This policy is reviewed every two years, or before if necessary.

The GGLV Federation Communications Procedure

Introduction:

We at GGLV want to make it easy for you to get in touch with any concerns or questions you might have. This procedure is a response to parental feedback on the communication chain for queries within the school. We hope this explains clearly the process for expressing concerns, and clarifies which member of staff is best placed to speak to you about given issues.

We understand the importance of a strong working relationship between parents and staff in supporting all of our children in their learning. In addition to these procedures, the Heads of Schools and Deputy Headteachers/Assistant Headteachers look forward to speaking to parents daily.

Safeguarding:

At GGLV, it is of paramount concern that all of our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please speak to the Head of School.

Chain of Communication:

Class Teacher:

You should approach your child's class teacher, in person where possible, in the first instance, to discuss:

- * Home learning.
- * Social, academic, and personal progress.
- * Classroom and playtime incidents.
- * Organisational issues, e.g. lost property which is not in the Lost Property area.
- * Arrangements for end of day pick-ups and appointments.

LV: Assistant Head: Mr. Matt Wills and Ms. Charlotte Annansingh

GG: Deputy Head: Ms. Loreta Bibby

You should approach them by arranging an appointment via the office to discuss ongoing concerns, or unresolved issues.

Head of School:

You should approach:

GG: Mr Dean Gordon (dean.gordon@gglvfederation.org)

LV: Mrs. Ruth Cobblah (ruth.cobblah@gglvfederation.org)

To discuss:

- * Unresolved issues after speaking to the class teacher and assistant head teacher.
- * Cases of bullying.
- * Safeguarding issues as mentioned above.

Other Communication Needs: We understand that you have a range of communication needs and are committed to positive communication. Please approach the members of staff below as outlined to discuss any appropriate issues.

Deputy Head Teacher:

(**Ms Loreta Bibby** person or by email at loretta.bibby@gglvfederation.org)

* Questions about the curriculum which are not answered on our website.

SENCO

(**Ms.Lydia Evans** : in person or by email at lydia.evans@gglvfederation.org)

*Queries regarding additional needs your child you may have

Inclusion Officer

Ms Amber Lyseight

in person or by telephone or via the school office.

*Queries about volunteering

Breakfast Club

Samantha Lane

In person or by email at

samantha.lane@gglvfederation.org

*Discuss payment and places.

The School Office:

The majority of other queries you may have, which are not answered on our website, are best dealt with office in person, by telephone on 020 8692 4970, or by email at admin@ggibbons.lewisham.sch.uk

This may include questions about school meals, updating contact details, absences or other points of which you wish to inform school.

A range of useful information can also be found on our school website www.gglvfederation.org



FEDERATION

The Grinling Gibbons and Lucas Vale Federation

SCHOOL COMPLAINTS PROCEDURE

IN LINE WITH THE SCHOOL'S POLICY ON COMPLAINTS PLEASE COMPLETE THE FORM AND RETURN TO THE CHAIR OF GOVERNORS WHO WILL ACKNOWLEDGE RECEIPT AND EXPLAIN WHAT ACTION WILL BE TAKEN

DATE

PUPIL'S NAME

RELATIONSHIP TO PUPIL

CONTACT ADDRESS

POST CODE

TELEPHONE

EMAIL

PLEASE GIVE DETAILS OF YOUR COMPLAINT

WHAT ACTION, IF ANY, HAVE YOU ALREADY TAKEN TO TRY AND RESOLVE YOUR COMPLAINT?
(Who did you speak to and what was the response?)

WHAT ACTIONS DO YOU FEEL MIGHT RESOLVE THE PROBLEM AT THIS STAGE?

ARE YOU ATTACHING ANY PAPERWORK? IF SO, PLEASE GIVE DETAILS.

DRAFT

SIGNATURE

DATE

OFFICIAL USE

DATE ACKNOWLEDGEMENT SENT

BY WHOM

COMPLAINT REFERRED TO

DATE