Pool House C.P School
Complaints Policy

The staff and Governors at Pool House believe that our school provides a good education for all our children and that we work very hard to build positive relationships with all parents/carers. However the school is obliged to have procedures in place in case there are complaints by parents/carers. This policy sets out the procedures that the school will follow in such cases.

If any parent/carer is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

We will deal with all complaints in accordance with procedures set out by the Lancashire Education Authority. If the school cannot resolve any complaint itself, those concerned can ask the Governing Body to consider the case. If this does not resolve the problem the parent/carer may ask the Local Authority to intervene.

All parents/carers have the right, as a last resort, to appeal to the Secretary of State for Education, if they feel that their complaint has not been properly addressed.

At Pool House we aim to be fair, open and honest when dealing with any complaint. We will give careful consideration to all complaints and deal with them as swiftly as possible. Our aim is to resolve any complaint through dialogue and mutual understanding and, in all cases, we will put the interests of the

child above all other issues. We will provide sufficient opportunity for any complaint to be fully discussed and then resolved.

The complaints process.

If a parent/carer is concerned about anything to do with the education that we are providing at Pool House, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All of our teachers work very hard to ensure that each child is happy at school and is making good progress and they would wish to know if there is a problem so that they can take action before the problem seriously affect the child's progress.

Where a parent/carer feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss the situation with the Headteacher. The Headteacher will consider any such complaint very seriously and will investigate each case thoroughly. Most complaints are normally resolved at this stage.

Should a parent/carer have a complaint about the Headteacher, they should first make an informal approach to one of the members of the Governing Body who is obliged to follow up the complaint. The Governor will do all that is possible to resolve the issue through a dialogue with the school, but if the parent/carer is unhappy with the outcome a formal complaint may be made.

Formal Complaints.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. The complaint must be made in writing stating the nature of the complaint and

how the school has handled it so far. This written complaint should be sent to the Chair of Governors.

The Governing Body must consider all written complaints within three weeks of receipt. A meeting will be arranged to discuss the complaint and the person making the complaint will be invited to attend the meeting in order to explain their complaint in more detail. At least three days notice will be given prior to this meeting.

After hearing all the evidence, the Governors will consider their decision and inform the parent/carer of this decision in writing. The Governors at Pool House will do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is not resolved, a parent/carer may make representation to the Lancashire Education Authority. Further information about this process will be available from the school or from the Local Authority. A further meeting will be chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

If any parent/carer is still not content that the complaint has been dealt with properly then they are entitled to appeal to the Secretary of State for Education.

Monitoring and review.

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved.

The Governors at Pool House will take into account any local or national decisions that affect the complaints process, and make

any modifications necessary to this policy. This policy will be made available to all parents/carers, so that they can be properly informed about the complaints process.

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