

## COMPLAINTS POLICY FOR SCHOOLS

### CONCERNS AND COMPLAINTS ABOUT SCHOOLS

#### GUIDANCE NOTES FOR PARENTS

If you have a concern or complaint about our school we would like you to tell us about it. We welcome suggestions for improving our work in the school and please be assured that no matter what you want to tell us, our support for you and your child in the school will not be affected in any way. Please tell us of your concern as soon as possible, as it is difficult for us to investigate properly an incident or problem that happened a long time ago.

#### 1. What to do first

**Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher.**

If you have a complaint that you feel cannot be dealt with by speaking to your child's class teacher, you should make your complaint to the Complaints Officer. At Cradoc, this is the Headteacher, Mrs Judith Morris. You can contact the Complaints Officer by writing to the school or asking for an appointment. It is usually best to discuss the problem face to face and you can take a friend or representative to the appointment if you would like to. The Complaints Officer will arrange for your complaint to be investigated and

will make every effort to resolve your complaint with 10 school days. The Complaints Officer will write to you to tell you the conclusions reached following her investigation of your complaint.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong and that their own actions are explained to you. You will be asked what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

#### 2. What to do next

If you are dissatisfied with the response received from the Complaints Officer, you can ask for your complaint to be referred to the Headteacher. Your complaint should be made in writing and help with this is available from the Complaints Officer.

If you have not already got one, you may also find it helpful at this stage to have a copy of a full statement of the school's complaints procedure, as this explains in detail the procedures that are followed. A copy of this procedure is available from the school office.

**If your complaint is about an action of the Headteacher personally, then you should refer**

**this complaint to the Chairman of Governors.** You can contact the Chairman by telephone. If your complaint is about the Chairman of Governors or another governor or group of governors, it will be referred to the Vice Chairman of the governing body or another governor who has not been involved in the matter.

The Headteacher will usually ask to meet you for a discussion of the problem. Again, you may take a friend or representative with you if you wish. The Headteacher will conduct a full investigation of your complaint and may interview any members of staff or pupils involved. Once the Headteacher has completed his/her investigation, you will receive a written response to your complaint.

#### 3. If you are still unhappy

We hope that the problem will normally be solved by this stage. However, if you are still not satisfied you may wish to ask for your complaint to be considered by the Governing Body's complaints committee. You should write to the clerk to the governing body. Setting out your complaint and what you feel should be done to resolve the complaint, and the clerk will make arrangements for the complaint to be heard by the Governor's Complaints Panel, a group of three governors who have no previous knowledge of the problem and so will be able to give it a fresh assessment. You will be invited to attend and speak to the panel at a meeting that the Headteacher will also attend. The school's complaints procedure explains how these

meetings operate. You will be told the decision of the Governor's Complaints Committee within 5 school days of the meeting, or earlier, if possible and the Governors' decision will be confirmed in writing.

#### 4. Further Action

Complaints about school problems are almost always settled within schools, but if you are dissatisfied with the process followed by the Governing Body in dealing with your complaint, you may contact the Local Education Authority (LEA), telephone number 01597 826431, fax: 01597 826475, within 20 school days of receiving the notification of the final outcome of your complaint. The LEA will then audit the Governing Body's process, report back to the Governing Body and advise you of the outcome of that review. Please note that the LEA are unable to direct the Governing Body to change its decision. Once the Governing Body have received the LEA's report, they will decide if any further action is necessary. You may also ask the Welsh Assembly Government to consider your complaint, tel: 02920 826051, fax: 02920 826109, and, if the minister considers that the Governing Body has acted unreasonably, or failed to carry out a statutory duty, then the Welsh Assembly Government may direct the Governing Body to reconsider the matter and/or amend its procedures.

#### 5. Useful Addresses

School Complaints Officer:  
**Mrs Judith Morris**

School Address:  
**Cradoc C P School**  
**Cradoc**  
**Brecon**  
**LD3 9LR**

Tel No: **01874 622555**  
Fax: **01874 622555**  
Email:  
**office@cradoc.powys.sch.uk**

Chairman of Governing Body:  
**Mrs Gillian Thomas**  
c/o Cradoc C P School  
Tel No: **01874 622555**

# Powys

**Cyfarwyddiaeth Plant, Teuluoedd A  
Dysgu Gydol Oes**

**Children, Families and Lifelong  
Learning Directorate**

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Powys County Council

Cradoc C P School

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POLICY

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