



Complaints Procedures Policy

Introduction.

The school complaints procedure policy for was developed from a set of Local Authority guidelines and agreed by the whole staff and has the full agreement of the Primary working group Governing Body. The policy was approved and ratified by the Primary working group Governing Body during the Summer Term 2006.

Aims

At Ambleside Primary school, we aim to maintain a caring, supportive and disciplined learning environment where children benefit from the best possible education. All staff are committed to this aim. We would like to like to know if you think we are not meeting your expectations so that we have an opportunity to respond. We would also like to know your opinion on the things we do well.

There are a set of five stages, which have to be followed with any complaint that is made:

Stage 1.

Complaints concerning the school curriculum and other related matters are usually settled quickly and informally by visiting the school, where a member of staff and the Head Teacher will discuss and consider the matter of concern to parents.

If you have a concern or a complaint you should initially speak to your child's class teacher. If he/she cannot resolve the matter, you should them discuss it with the Deputy Head Teacher or Head Teacher.

If you are not a parent at the school, then please address your concerns to the Head Teacher or Deputy Head Teacher at the school.

If the matter cannot satisfactorily be resolved, a formal complaint procedure is available.

Stage 2. Formal Complaints

When a formal complaint is received the matter is fully investigated by the Head Teacher or Deputy Head Teacher. We will explain the school's complaint's procedure to you and give you a copy. We will inform you how long we expect our investigation to take and arrange a time to contact you again. All the relevant parties involved will be interviewed and their responses recorded in the 'Log of visits from Parent / Carers' or 'Race Equality Logbook' if of a Racist nature.

On investigating all the evidence available the Head Teacher or Deputy Head Teacher will inform you of the results of the investigation. The results of this communication are also recorded in the appropriate log.
The aim of this process is to satisfactorily resolve the matter.

Stage 3.

If the matter cannot be resolved to your satisfaction, or the complaint is about the Head Teacher, you should write to the Chair of the Governing Body at the school address. The chair of Governors is the first contact point for investigating complaints. He/she will contact you to find out more about your concerns and then will investigate your complaint. He/she will write to you in behalf of the Governing Body with the results of his/her investigation.

The aim of this process is to satisfactorily resolve the matter.

Stage 4.

If you are still not satisfied you may appeal to a committee of the Governing Body who will listen to your complaint. The committee will consist of Governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to put your case. The Head Teacher and Chair Governors will also attend to explain what they have done to investigate and resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.

Stage 5.

If the matter cannot be resolved you may complain to the Nottingham City Council Children Services department (LA). The LA only has the powers to investigate complaints about the curriculum, religious education and collective worship, the school's charging policy and the provision of information required by law. For other complaints the LA will investigate whether the school's investigation was carried out properly, but will not rehear the complaint. After the LA has carried out its investigation a nominated officer will write to you.

Stage 6.

If you remain dissatisfied you may pursue your complaint with the Secretary of State for Education and Skills.

Local Government Ombudsman.

At any stage in the Council's Complaints Procedure you have the right to take your case to the Local Government Ombudsman. However, the Local Government Ombudsman will usually ask you to allow the Nottingham City Council the opportunity to resolve the matter through its formal complaint procedure. The Local Government Ombudsman is only able to consider complaints about schools where they relate to the admission of pupils.

For details of the Local Government Ombudsman contact:

*Beverly House,
17 Shipton Road,
York,
YO30 5FZ.*

Telephone: 01904 663200

Special Procedures.

Special procedures apply if the complaint is about alleged child abuse or Special Educational Needs.

Racial Equality & Equal Opportunities

Every individual has equal access to the curriculum regardless of their gender, age, culture, religion, disability or ability. We plan work that is differentiated for the performance of all groups and individuals. Ambleside Infant and Nursery school is committed to creating a positive climate that will enable everyone to work free from racial intimidation and harassment and to achieve their full potential.

Review

This policy will be reviewed in the summer term 2010.

