

## **GOWER HOUSE SCHOOL Complaints Policy**

### **1 Introduction**

- 1.1** We believe that this school provides a good education for all our children, and that the headteacher and other staff work hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.
- 1.2** If any parent 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.
- 1.3** We deal with all complaints in accordance with procedures set out by the Department for Education and Skills.

### **2 Aims and objectives**

- 2.1** Gower House School aims 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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **3 The complaints process**

- 3.1** If a parent is concerned about anything to do with the education provided, 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 teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- 3.2** Where a parent 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 it with the headteacher. The headteacher considers any such complaint very seriously and investigates each case. Most complaints are normally resolved at this stage.
- 3.3** Should a parent have a complaint about the headteacher himself, they should first make an informal approach to the school principals. The principals will do all they can to resolve the issue through dialogue, but if a parent is unhappy with the outcome, they can make a formal complaint, as outlined below.
- 3.4** Only if an informal complaint fails to resolve the matter should a formal complaint be made. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the school.

**Gower House School  
Complaints Policy**

- 3.5** The school must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that they can explain their complaint in more detail. The complaint is now assessed by a senior member of staff unconnected with the original complaint. The school gives the complainant at least three days' notice of the meeting.
- 3.6** After hearing the evidence, the school considers the assessors decision and informs the parent about it in writing. The principals do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7** If the complaint is not resolved, a parent may make representation to an independent panel appointed by the school in accordance with DFES guidelines. Further information about this process is available from the school. The panel considers all the evidence and makes a further judgement in an attempt to resolve the complaint. Parents may attend the panel and may be accompanied. It gives all parties concerned a copy of its confidential findings and recommendations.

**4 Monitoring and review**

- 4.1** The school monitors the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all formal complaints received by the school and records how they were resolved.
- 4.2** The school takes into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

**Signed:**

**Date:** 16.10.03

**Amended** 7.02.05