



Buckingham Park

Church of England Primary School

Excellence, through God who strengthens us

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School Policy Document

Complaints Procedure

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AIMS AND EXPECTATIONS

At Buckingham Park Church of England Primary School it is important that every member of the school community feels valued and respected, and that each person is treated fairly and well. We are a caring community, built on a clear Christian foundation and rooted in Christian values. We aim to provide the highest quality all round education, for each and every child, in partnership with parents, within the context of a Christian community. In short, 'Excellence, through God who strengthens us'.

Buckingham Park Church of England Primary School is committed to creating a school community where exemplary behaviour is at the heart of productive learning. Everyone, staff, children and parents alike, are expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour, and encourage others to do the same

The school is designed to support the way in which all members of the school can live and work together in a supportive way. It aims to promote an environment where everyone feels happy, safe and secure.

The school has a behaviour code, which are a set of values we all work within, which is based on Jesus' Sermon on the Mount. It is a means of promoting good relationships, so that people can work together with the common purpose of helping everyone to learn. This policy supports the school community in aiming to allow everyone to work together in an effective and considerate way. These are summarised below:

We are kind, helpful and polite
We do our best
We are honest
We share
We are peacemakers
We forgive others
We take care of everything, and everyone

The school expects every member of the school community to behave in a considerate way towards others. We treat all children fairly, giving each child what they need to be successful, and apply this our policies in a consistent way.

Introduction

Our governing body has adopted this procedure to deal with concerns or complaints from members of the school community or general public. This procedure applies to issues relating to the entire school, including the Early Years Foundation Stage.

Aims and Objectives

Buckingham Park Church of England Primary School is a Voluntary Aided School serving the whole community. We aim to provide the highest quality all round education, for each and every child, in partnership with parents, within the context of a Christian community. In short, 'Excellence, through God who strengthens us'.

Our school aims to be fair, open and honest when dealing with any complaint and to resolve it through open dialogue and mutual understanding.

Careful consideration will be given to all concerns and complaints. It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. The school takes concerns and complaints seriously and will make every effort to deal with them as swiftly as possible. We will provide sufficient opportunity for any concern or complaint to be fully discussed.

In all cases we will put the interests of the child above all other issues.

Our procedure is underpinned by the following **framework of principles**: -

- encourage resolution of problems by informal means wherever possible
- be easily accessible and publicised
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's senior management team so that services can be improved.

Mediation may be useful in resolving a concern or complaint and may be offered at any point during the complaints procedure. Mediation will only be entered into with the agreement of all parties.

Areas not covered by this procedure

Areas not covered by this procedure

This procedure does not apply to issues concerning admissions, school re-organisation proposals, exclusion appeals, statutory assessments of special educational needs, matters raised by whistle-blowers, staff conduct complaints, grievances by school staff, complaints about collective worship, withdrawal from the curriculum or complaints about the curriculum. These are the subject of separate complaints procedures (details in Appendix 3); more information can be obtained from the school.

All other concerns and complaints will be handled by the school according to the arrangements set out below.

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Buckingham Park about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Buckingham Park takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher, will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Buckingham Park will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

It is not appropriate to publicise any concerns you may have on social networking sites. Please speak, or write, to someone at the school at your earliest convenience, rather than using any other means.

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the class teacher, then senior members of staff and finally with the headteacher. If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against school staff (except the headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to The Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Resolving complaints

At each stage in the procedure, Buckingham Park wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Stage 1 – Formal Procedure

Most concerns are resolved informally, however if you remain dissatisfied and wish to take the matter further by making a formal complaint you can let us know in person, by telephone or in writing.

The complaint form (Appendix 1) attached to this procedure can be helpful to complete. The aim of the form is to give us as clear an understanding as possible of your complaint and includes a section on what actions you feel would resolve the problem. If you would like support in completing the form from someone unconnected with the complaint, please let us know and we would be happy to organise this for you.

If you are making your complaint in writing, it should be returned to the Headteacher (marked Private and Confidential) via the school office unless:

- The complaint is about the Headteacher. In this case it should be returned to the Chair of the Governing Board at the school address (marked Private and Confidential)
- The complaint is about the Chair of the Board, an individual governor or the whole Governing Board. In this case it should be addressed to the Clerk to the Governing Board at the school address (marked Private and Confidential)

You will receive an acknowledgement of the receipt of your complaint within 10 school days.

An investigation will be carried out into the complaint and the way it has been handled by the school. This will include a review of any relevant documentation and information and seeking the views of relevant people, where necessary.

If the investigation is to be carried out by the Headteacher, they may delegate this to another member of the school's senior leadership team but not the decision to be taken.

If the complaint is about the Headteacher or a member of the Governing Board (including the Chair of Vice-Chair) a suitably skilled governor will be appointed to complete the investigation.

If the complaint is about the Chair / Vice-Chair of Governors jointly, the whole Governing Board or the majority of the Governing Board, the investigation will be considered by an independent investigator appointed by the Governing Board (or Diocese if appropriate).

The person undertaking the investigation will normally write to you with the outcome of this process within 15 school days of receiving the complaint. If they are unable to meet this deadline, they will provide you with an update and revised response date.

If, at any time, it becomes apparent that the complaint is a disciplinary or capability issue, the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, however, you are not entitled to know which procedure, or the final outcome, because of the right to confidentiality of the member of staff involved.

Stage 2 – Formal Procedure

Following the outcome of the investigation at Stage 1, if you feel your concern has not been resolved, you may choose to move to Stage 2 of the formal procedure. You must let the school know if you wish to do this within 5 school days of the completion of Stage 1. Requests received out of this time frame will only be considered in exceptional circumstances.

At this stage the complaint will be considered by the Governing Boards' Complaints Committee. This will be made up of a panel of three governors, who will meet to consider the complaint and make a final decision about it on behalf of the Governing Board. Panel members will have no detailed prior knowledge of the complaint, or connection with you. The meeting will normally take place within [15 school days] of your request.

If the complaint is:

- Jointly about the Chair and Vice Chair or
- The entire Governing Board or
- The majority of the Governing Board

The complaint will be heard by a panel of independent governors co-opted for this purpose.

The committee will decide whether to deal with the complaint by inviting all parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If you are invited to attend the meeting, you will be contacted by the school to inform you of the date, time and venue of the meeting. Any further written material to be submitted to the committee will also be requested. If you reject the offer of three proposed meeting dates, without good reason, the school will decide when to hold the meeting. It will then proceed in your absence on the basis of written submissions from all parties.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept as evidence recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

If you attend the meeting, you may bring someone along to provide support. This can be a relative or friend. Generally we do not encourage any party to bring legal representative to the committee meeting. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and / or legal representation.

The meeting will be clerked by an independent clerk to the panel in the interests of all parties.

Appendix 2 outlines the process that will be followed at a panel meeting.

The committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint.

Outcome of the Panel Hearing

The committee will write to you with its conclusion within [5 school days] of the meeting, and its decision is final.

The committee can:

- Uphold your complaint in whole or in part
- Dismiss your complaint in whole or in part

If the complaint is upheld in whole or in part, the committee will:

- Decide on the appropriate action to be taken to resolve the complaint
- Where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

An explanation of the committee's decision and any actions or recommendations will be detailed in the letter to you communicating the outcome of the complaints panel.

Next Steps

If you are still not satisfied, you may wish to put your complaint to the Department for Education who can review whether the school has acted in accordance with the published complaints procedure and whether they have acted reasonably and lawfully.

The Department for Education can be contacted via: -

- National Helpline 0370 000 2288
- online at: www.education.gov.uk/contactus
- by writing to the Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD

Serial or Persistent Complaints

The school is committed to dealing with all complaints fairly and impartially. We will not normally limit the contact complainants have with our school. Unfortunately, in a small minority of cases, people pursue their complaints in a way which is unacceptable or which can impede the investigation of their complaint. This can have significant resource issues for the school.

The school defines unreasonable behaviour as that which hinders our consideration of complaints, such as if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure
- introduces trivial or irrelevant information and insists on it being taken into account and commented on
- makes unjustified complaints about staff who are trying to deal with the issues
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been adhered to
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is already being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before considering behaviour to be unreasonable.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact the school causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from the school.

Policy for Dealing with Complaints Campaigns

The school is committed to giving careful consideration to all concerns raised and complaints received. If the school receives a large volume of complaints all based on the same subject or from complainants unconnected to the school it may have become the focus of a complaints campaign. If the Headteacher and Chair of Governors consider that this is the case a template response to the complaints will be sent.

Monitoring and Review

The Governing Board 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.

Appendix 1: Complaint Form.

Please complete and return to Headteacher in an envelope marked 'private and confidential FAO Headteacher'. If the complaint is about the headteacher, please return this to the school office in an envelope marked 'private and confidential FAO Chair of Governing Body.'

Your name:
Pupil's name:
Your relationship to the pupil:
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give concise details of your complaint, including dates, names of witnesses etc, to allow the matter to be fully investigated
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to/write 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.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Appendix 2 – At the Panel Meeting

- After introductions, the complainant will be invited to explain their complaint, and be followed by their witnesses (if any).
- The Headteacher/Chair of Governors / Investigating Officer may question both the complainant and the witnesses after each has spoken.
- The Headteacher/Chair of Governors will then be invited to explain the school's actions and be followed by the school's witnesses (if any).
- The complainant may question both the Headteacher/Chair of Governors and the witnesses after each has spoken.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Headteacher/Chair of Governors is then invited to sum up the school's actions and respond to the complaint.
- The Chair of the panel explains that both parties will hear from the panel within five school days.
- Both parties leave together while the panel decides on the issues.
- The Clerk remains to support the panel.

Appendix 3: Areas Not Covered by These Procedures

	Who to contact
<ul style="list-style-type: none"> • Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals 	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the Local Authority
<ul style="list-style-type: none"> • Matters likely to require a Child Protection Investigation 	Complaints about child protection matters are handled under the child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
<ul style="list-style-type: none"> • Exclusion of children from school* 	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . <i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. <link to school behaviour policy>.</i>
<ul style="list-style-type: none"> • Whistleblowing 	We have an internal whistle-blowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus . Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
<ul style="list-style-type: none"> • Staff grievances 	Complaints from staff will be dealt with under the school's internal grievance procedures.
<ul style="list-style-type: none"> • Staff conduct 	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
<ul style="list-style-type: none"> • Complaints about services provided by other providers who may use school premises or facilities 	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
<ul style="list-style-type: none"> • National Curriculum - content 	Please contact the Department for Education at: www.education.gov.uk/contactus
<ul style="list-style-type: none"> • Collective Worship 	Complaints about the content of the daily act of collective worship should be signposted to: <ul style="list-style-type: none"> - The Local Authority - The local Standing Advisory Council on Religious Education