



# St Luke's Church of England (Aided) Primary School

## Complaints Policy and Procedures

### Introduction

It is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well which is demonstrated through our school vision.

### Our Vision

Through our Christian values we will **aspire** to be more like Jesus; **believe** all as having equal worth and dignity in God's eyes and help all our children to **achieve** their God-given potential knowing that, **'we can do all things through Christ who strengthens us'**  
Philippians 4:13.

We are a caring community, whose values are built on mutual trust and respect for all:

### Our Core Values

Love and Compassion  
Friendship and Forgiveness  
Endurance and Hope

The school's Complaints Policy and Procedures recognises that our school is made up of many stakeholders and that such procedures are essential to provide an environment that is expressed in our school Mission:

- Foster a secure, happy, and nurturing Christian environment where all can **aspire, believe and achieve**.
- Establish effective links between home and school that enables parents and teachers to work together for the benefit of their child so that they can **achieve** their God-given potential.
- Encourage **love** and **compassion** in our children **believing** all have equal worth and dignity in God's eyes
- Offer a well-disciplined school in which high expectations encourages **friendship** and **forgiveness**.

We believe that our school provides a good education for all of our children and that all staff work very hard to build positive relationships with parents and carers. We feel that our 'Open Door' policy and our morning and after-school arrangements allow parents/carers the opportunity to discuss concerns with the class teacher and support staff. However, we do recognise that the school is obliged to have procedures in place so that parents/carers are able to make a complaint if they feel necessary.

Our school aims to be fair, open and honest when dealing with any complaint or issue. If a parent/carer has an issue, all staff are encouraged to deal with it as quickly and efficiently as possible. We aim to resolve any issues and complaints through dialogue via telephone or in person so as to prevent the issue from escalating and in all cases, we put the interests of the child above all other issues.

### The Complaints Process – who to speak to?

If a parent/carer is unhappy with the education that their child is receiving or there is an issue regarding school, we encourage the parent/carer to talk to and discuss the issue with the most appropriate person immediately.

Child's progress or education	Class teacher
Any issues involving my child	Class teacher (in the first instance)
Lunchtime issues	Mrs Ferguson (Lunchtime Supervisor)
Skoolz Out (Child Care)	Mrs Kumar
Child Protection	Mrs Grennan
Other Complaints	Mrs Grennan / Mrs Smith

If a parent/carer feels that a situation or issue has not been resolved through contact with the appropriate person, they should then make an appointment to discuss it with the Headteacher. The headteacher takes all complaints very seriously and will investigate all cases thoroughly.

Should a parent/carer have a complaint about the headteacher, he/she should first make an informal approach to a member of the Governing Body who is obliged to investigate and do all that is appropriate to resolve the issue through dialogue with the school.

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If the parent/carer is unhappy with the outcome of the informal complaint, he/she should submit a formal complaint to the Governing Body. This must be in writing to the Chair of Governors, stating the full nature of the complaint and how the matter has been handled so far by the school. The Governing Body must consider all written complaints within three weeks of receipt by arranging a meeting to discuss the complaint, inviting the parent/carer making the complaint to the meeting so that the issue can be discussed in more detail. After hearing the complaint, the governors consider their decision and inform the parent/carer of their findings in writing. The governors will do all that they can at this stage to resolve the complaint.

However, if the parent/carer is not satisfied with the outcome of the formal complaint, he/she is able to take the matter further involving the Local Authority and the Local Ombudsman Service.

### **Monitoring and Review**

The Governors monitor the complaints procedure on a regular basis, in order to ensure that all complaints are dealt with in a proper and efficient manner and also to ascertain the nature and frequency of complaints/issues.

This policy is made available to all parents so that they can be properly informed about the complaints process. In addition, this information is also included in the St Luke's School Brochure which is given to all new parents/carers when joining our school.

**Approved by Governors: 05.12.2023**

**Date of Review: September 2024**

**Signature of Chair of Governors Meeting:**  (Chair of FGP Committee)

**Minute Number: 11**

### **Complaints Procedure**

#### **Stage 1**

1. Try to resolve the difficulty informally by discussing the matter with the Headteacher

#### **Stage 2**

1. If you are not satisfied with the way your concern has been dealt with please ask for a school compliments/complaints form.
2. Complete the form and return it to St Luke's CE (A) Primary School Complaints and Compliments Co-ordinator, this is Mrs Grennan [If you wish to complain about Mrs Grennan then please address the complaints form to the Chair of Governors who will carry out the investigation] All completed forms will be retained as a record.
3. The Complaints and Compliments Co-ordinator will carry out an investigation and reply to your complaint in writing within ten working days. [We aim to respond far quicker than this but some investigations may require longer]

#### **Stage 3**

1. If you are not happy with the results of this investigation you should request a review of your complaint which will be carried out by the Appeals Committee of the Governing Body. You will need to write to the governors requesting an appeal. Once a date for this meeting has been arranged you will be invited to attend the meeting and to describe your complaint. You may also be asked to describe what it is that could be done to resolve the problem.
2. This committee will carry out its own investigation and inform you of its decision in writing within ten days of meeting. The Complaints and Compliments Co-ordinator will also be informed of the Committee's decision.
3. The outcomes of the Appeals Committee meeting will be shared with the full governing body to allow it to carry out its duties but without reference to the names of individuals concerned. This will also assist school in the process of self- review and improvement.

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