

GREENHOLM PRIMARY SCHOOL

COMPLAINTS PROCEDURE SUMMARY

Greenholm Primary School will not investigate anonymous complaints using the Schools Official complaints procedure. Anonymous complaints will be referred to the Headteacher who will decide what, if any, action should be taken on a case-by-case basis.

Stage 1 – informal verbal complaint

In the First instance parents should speak with the member of staff involved directly and seek to resolve the issue amicably. The Schools aim is to resolve stage 1 complaints within fifteen School days.

Stage 2 – formal written complaint

If a parent feels the issue has not been suitably addressed, a formal complaint may be made as Stage 2 of the complaints policy. This should be made by sending a typed or hand written letter to School, fully documenting names, times and dates where possible and include a proposed resolution. The School will acknowledge this formal complaint in writing within five School days and state that an investigation will commence.

The Headteacher will respond with the resolution of the complaint within twenty school days of receiving the formal complaint. The letter will acknowledge the issues raised and state the findings of the investigation, aide-memoirs (subject to GDPR and staff confidentiality) and the conclusion reached.

Subject to safeguarding rules the Headteacher may delegate investigation duties to a member of the Senior Leadership Team.

Stage 3 - review by Chair of Governors

If the complainant is unhappy with the conclusion reached, the complainant may escalate their concern to the Chair Of Governors by writing to the “Chair Of Governors - Private & Confidential” at the School address.

This letter must state why the outcome was unsatisfactory and reasons for not accepting this decision. The complainant will be acknowledged by the Chair Of Governors within five School days.

The Chair will write confirming the outcome of the review within twenty school days from the date of receiving the request. The letter will set out whether or not the Chair of Governors agrees with the findings and conclusion under Stage 2, and give reasons, as well as responding to any criticisms of the Stage 2 investigation. This letter will state if the complainant is still unhappy with the findings they may (within five days) write and request a complaint review panel meeting and start STAGE 4 of the complaints policy.

Stage 4 - review by independent Panel hearing

The Complaint Panel will consist of three persons appointed by or on behalf of the Governing Body by the Clerk to the Governors. None of the three Complaint Panel members will have been involved in the matters which gave rise to the complaint. Two of the Complaint Panel members may (but do not have to) be Governors. The third Complaint Panel member will be independent of the management and running of Greenholm Primary School, i.e. they will not be a member of staff or a Governor, and will not be linked to Greenholm Primary School in another way, for example as a parent of a pupil at Greenholm Primary School. The independent Complaint Panel member will be the Chair of the Complaint Panel.

Greenholm Primary School will be represented at the Complaint Panel Hearing by the person who dealt with the complaint under Stage 3. The complainant will within five days receive a letter with the names of the panel, and should within three days write with any objections to the representative of the School. The clerk to the panel will write and arrange a mutually convenient date which will usually take place within twenty days.

Full exhaustive list of procedures are listed in “Complaints Policy”