



Kirkdale, St Lawrence CE  
Voluntary Aided Primary School

# Complaints Procedure

Adopted: January 2023  
Review date: January 2025

J.Campbell

*“Together, with God in our heart, the path to our dreams with start”*

Inspired by Psalm 20:4

## Our School Vision

*We are the Kirkdale, St Lawrence CE family. We are a nurturing, safe, inclusive school which is the anchor of our diverse community. Through God’s love, we support everyone to flourish spiritually, academically and personally; this is our heartbeat. All are valued here for who they are and what they could become.*

## Our School Values

Hope	Thankfulness	Trust	Compassion	Courage
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## Introduction

This policy has been approved by the Governing Body of Kirkdale, St Lawrence CE VA Primary School. It is written in conjunction with the procedures of Liverpool Local Authority (LA). The Governing Body is required to deal with all complaints relating to the school (stages 1-3 in the guidelines outlined below). The LA (stage 4) is required only to deal with complaints that are dealt with in accordance with statutory provision relating to:

- School curriculum, collective worship, religious education and the provision of information required by law
- Appeals about admission
- Appeals about exclusion
- Appeals about assessment and statements of special educational needs

In this document the word complainant is used to signify the person making the complaint.

It is the policy of the LA that they will not provide the complainant with an independent review should they be dissatisfied with the response they receive from the governing body unless it relates to one of the above areas where there are separate arrangements laid down by law.

## Advice and guidance for parents/ carers

At Kirkdale, St Lawrence CE Primary School we aim to deal with all worries and complaints in a positive manner. We also try to deal with all concerns quickly and effectively. If the parent / carer is not happy with the way the concern has been dealt with, the stages below offer clear guidance as to the action to be taken.

The LA will also provide advice and guidance to Parents, Headteacher and Governors at any stage of the complaints process.

# Flowchart for Dealing with Complaints

## Stage 1 – Informal

- Complaint addressed by staff member
- Ensure Headteacher advised of outcome

Issue Resolved

Issue not resolved

## Stage 2 – Formal Procedure

Complaint heard by Headteacher

Complainant writes a letter to register concern (NB: Must be registered within 3 months of incident)

Headteacher writes to complainant with outcome of investigation

Complainant satisfied with decision and issue is resolved

Complainant not satisfied with decision

## Stage 3 – Consideration by Governing Body

Complainant may register an appeal (NB: Must be registered in writing to the Chair of Governors within 7 days of the Stage 2 decision)

Meeting of the complaints panel arranged

Chair of governors writes to complainant and Headteacher to inform of outcome

Complainant satisfied with decision and issue is resolved

## Stage 4 – Complaints to the Local Authority

Governing Body's decision will usually be final

Complainant can speak to the Local Authority to see if their complaint can be heard by them

Parents reserve the right to pursue their complaint to the Secretary of State

## Stage 1 -Initial contact with the school

Many concerns will be dealt with informally when they are first made known to the school. We expect the class teacher to be the first point of contact, either by telephone or in person. If the parent/ carer wishes to meet with the class teacher we ask that they make an appointment to discuss the situation. This ensures that:

- We can allocate sufficient time to listen carefully to the complaint
- Lessons can start on time and are uninterrupted.

If for any reason the teacher is unable to meet with the parent at the specified time, he/ she will:

- arrange for a member of the school's Leadership Team to speak with the parent / carer

It is preferable for concerns to be handled without the need for formal procedures and we pride ourselves on the honest, open and genuine relationships which exist within our school. These values extend to all relationships with children, parents and members of our wider school community. When a Parent meets with any staff members a 'Meeting with Parent' form will be completed – this allows for notes from the meeting to be taken, it will be agreed and signed by both parties and parents/carers will be given a copy to take away with them.

We will treat all complaints with respect, confidentiality, integrity and good manners. We ask parents and carers to extend the same consideration and courtesy to our staff in their dealings with us. It is important that our pupils are aware of the importance of a partnership of mutual support and trust between home and school.

Occasionally these procedures do not always resolve the matter. If parents/ carers are still dissatisfied their concerns will then become a formal complaint.

## Stage 2 -Formal consideration of the complaint

Complainants will be asked to confirm the complaint in writing to the Headteacher (or Chair of Governors if the complaint is about the Headteacher) and it will be acknowledged in writing.

As part of the school's consideration of the complaint, complainants may be invited to the meeting to discuss the complaint and to discuss any further details. If they wish, they can ask someone to accompany them to this meeting. The Headteacher or Chair of Governors will carry out a full investigation of all matters relating to the complaint. They will, where necessary, talk to witnesses and take statements from others involved.

If the complaint centres on a pupil, the school will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question. The school will normally talk to a pupil about a serious complaint with the permission of, or in the presence of, that child's parent/ carer. If the complaint is against a member of staff, it will be dealt with

under the school's internal, confidential procedures.

The Headteacher or Chair of Governors will keep written/ typed, signed and dated records of all meetings and telephone conversations, and other related documents. Once the school has established all the relevant facts, they will send the complainant a written response to the complaint. This will give a full explanation of the Headteacher's/ Chair of Governor's decision and the reason for it. If follow-up action is needed, the school will indicate what it is proposing to do.

### **Stage 3 -Consideration by the Governing Body**

If the concern has already been through Stage 1 and 2 and the complainant is not happy with the outcome, the next step is to make a formal complaint to the Governing Body.

Complainants should contact the school's Chair of Governors by letter, enclosing a copy of the written complaint originally submitted, indicating which matters remain unresolved. No new complaint may be included. Letters should be sent to:

Chair of Governors  
Kirkdale, St Lawrence CE School  
Fonthill Road  
L4 1QD

The Chair of Governors has discretion to agree to a complaint review panel if he feels it would be helpful in resolving the complaint. The aim of the complaints review panel is to resolve the complaint and to achieve reconciliation between the school and the complainant. However, it may sometimes only be possible to establish facts and to make recommendations, which will reassure the complainant that the complaint has been taken seriously. The format of such a meeting would be for complainant to attend, to present their case and allow the Governing Body to take evidence. A separate meeting will then take place to allow the school staff to do the same. Should the Governing Body agree to hold a complaints review meeting complainants will be informed of the date, time and place of the meeting by letter. The letter will also explain what will happen at the meeting and inform them that they are entitled to be accompanied at the meeting. With agreement of the Chair of the Panel, the Headteacher may invite members of the staff directly involved in matters raised by the complaint to attend the meeting. No evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants.

The clerk will send complainants and the Headteacher a written statement outlining the decision of the panel within two weeks.

#### Stage 4 -Complaints to the Local Authority

The Governing Body's decision will usually be final, however, if complainants wish to pursue the matter further, they can ask the LA whether their complaint is one that can be heard by them. In the majority of cases, unless the complaint relates to issues for which there are separate arrangements laid down by law there is no right of formal complaint to the Local Authority.

If the LA receives an anonymous complaint, the details will be passed to the school, but it will be at the school's discretion if this is investigated.

Complainants will retain the right to pursue their complaints to the Secretary of State for Education and Skills.

Headteacher (signed):

Mrs Jo Campbell

Chair of Governors (signed):

Rev Capt Mike Griffin

