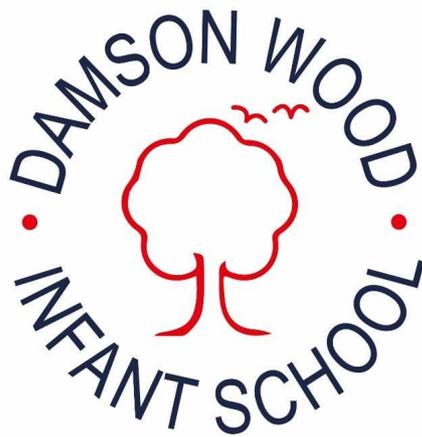


# Central Schools Trust



**INCORPORATING BALSALL COMMON PRIMARY  
SCHOOL AND DAMSON WOOD NURSERY AND  
INFANT SCHOOL**

## **COMPLAINTS POLICY**

This policy should be used in conjunction with the DCSF Guidance (School Complaints Procedure – August 2014) and alongside Balsall Common Primary and Damson Wood Infant Schools' Home/School Agreements.

## **Introduction:**

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Central Schools Trust is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of the Central Schools Trust policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

## **The Central Schools Trust Policy has four main stages.**

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Formal complaint is heard by the complaints co-ordinator or an appropriate member of staff.
- Stage 3 – Complaint is heard by Head of School.
- Stage 4 – Complaint is heard by Governing Body's Complaints Appeal Panel.

### **Stage 1 – Raising a concern**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact your child's class teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response as quickly as possible. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at Stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

## **Stage 2 – Complaint heard by the complaints co-ordinator or by an appropriate staff member.**

Formal complaints shall be put in writing and addressed to the phase leader. The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases, this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at Stage 2 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

## **Stage 3 – Complaint heard by Head of School**

If the matter has not been resolved at Stage 2, the Headteacher will arrange for a further investigation. Following the investigation, the Headteacher will normally give a written response within 10 school working days. If you are dissatisfied with the result at Stage 3, you will need to let the school know within 10 school working days of getting the response.

## **Stage 4 – Complaint heard by the Governing Body’s Complaints Appeal Panel**

If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of Trust giving details of the complaint. The Chair, or a nominated Board Member, will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to resolve impartially the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel’s decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

\* **N.B.** In cases where the matter concerns the conduct of the Headteacher, the Headteacher and Chair of Trust Board will be informed of the complaint. The Chair of Board will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Trust Board, the member will be informed of the complaint.

## **The Trust Board appeal hearing is the last school-based stage of the complaints process.**

For further advice and guidance about the school’s Complaints Procedure please contact Solihull Council’s Schools’ Information Officer through Solihull Council.

Solihull Council adopts a complaint procedure that can be obtained from the Complaints Manager – Customer Feedback. In respect of school complaints, the council will consider a complaint when the school procedure, as set out in their policy, has been fully exhausted.