



Chellaston Infant School
School Lane, Chellaston
DERBY, DE73 6TA

Headteacher: Lindsay Galley
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COMPLAINTS POLICY

PROCEDURES FOR DEALING WITH COMPLAINTS

At Chellaston Infant School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially.

We believe that a close partnership between the school, parents and pupils is essential to ensure pupil progress and well-being. In support of this, parents are invited to enter a Home-School Agreement. This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations of pupils.

Through our programme of meetings between parents and teachers, as well as through informal contact, we provide opportunities for parents to raise matters of concern – about the curriculum or more general issues. If a concern is not resolved through discussion with a teacher, the parent or the teacher can refer it to the head teacher. Complaints from members of the public should be made directly to the Head teacher.

THE PROCESS OF MAKING A COMPLAINT:

There are three stages to the Complaints Procedure which are:

- **Informal - local resolution**
- **Formal - in writing to the Chair of Governors of the school**
- **Appeals - Local Education Authority (curriculum only)**
- **Dept of Education (all other issues)**

What is a local resolution?

We aim to resolve your issues at a local level, when you raise concerns or make a complaint we will:

- *listen to your comments and concerns*
- *answer your questions appropriately*
- *try and sort out the matter straight away*
- *help resolve concerns to the benefit of all*

If a concern is not resolved through discussion with a class teacher, the parent or the teacher can refer it to a member of the School Leadership Team (SLT) then the Head teacher.

The Head teacher will offer a meeting with the parent or other complainant, as far as possible at a mutually convenient time. At that meeting, and through discussion, the Head teacher will seek an acceptable outcome, to the satisfaction of all parties involved.

If the Head teacher is unable to resolve the complaint within 10 school days, or is the subject of the complaint, the head teacher or the complainant can refer it to the chair of governors.

The chair of governors will ask for the complaint to be put in writing. The chair of governors will arrange a meeting of the complaints committee of the governing body, as far as possible at a time convenient to all parties, within 15 school days. The complainant, the head teacher and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a companion if they wish, this person may act in a supportive role or as a representative and this will be clarified at the beginning of the meeting.

If the complaint is complex, the chair of governors can appoint an investigating officer to gather evidence and conduct preliminary interviews. The investigating officer will then support the complaints committee in hearing the case.

The complaints committee will consider any written material, and also give the person making the complaint and the head teacher and staff an opportunity to state their case and to question the other side. The committee will ensure that all present are treated fairly. Parents/carers who would like support in presenting their case are advised to contact Parent Partnership on **01332 717953**

The committee will give a decision as soon as possible after the hearing, and will confirm it in writing, along with the reasons for their decision. The letter will also explain the right of appeal to an external body if the complaint remains

If the complaint is regarding a curriculum issue only and remains unresolved, the right of appeal and final stage of the complaints process is dealt with by the Local Education Authority contact details are:

**Customer Feedback
The Council House
Corporation Street
Derby
DE1 2FS,**

**Tel 01332 643498
Minicom 01332 640666**

An online form can be found here: <http://www.derby.gov.uk/council-and-democracy/complaints/complaints-procedure/>

**Agreed by Staff: Autumn 2015
Agreed by Governors: Autumn 2015
Updated contact details: Autumn 2017
Date of Next Review: Autumn 2018**





At Chellaston Infant School, we believe that everyone should reach their full potential in a safe, fun and happy environment which promotes independence, self-worth and excellence. Everyone is a learner whose values are respected.

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Email: admin@chellastoni.derby.sch.uk
Website: www.chellastoninfants.co.uk

Headteacher: Mrs L Galley

COMPLAINTS POLICY AND PROCEDURES SUMMARY

Aim: We believe in and aim to develop close working partnerships between the school, parents and pupils. To provide numerous opportunities for parents and teachers to meet, through formal and informal contacts therefore providing opportunities for parents to raise matters of concern – about the curriculum or more general issues.

What is a complaint?

A complaint is described as “An expression of dissatisfaction requiring a response”.

The process of making a complaint

If you are unhappy with the treatment or service your child receives from Chellaston Infant School, you may raise your concerns with your child’s teacher or write to the Head teacher at the school.

There are three stages to the Complaints Procedure, which are:

- Informal - local resolution
- Formal - in writing to the Chair of Governors of the school
- Appeals - Local Education Authority (curriculum only)
Dept of Education and Skills (all other issues)

Local Resolution

We aim to resolve your issues at a local level, when you raise concerns or make a complaint we will:

- ***listen to your comments and concerns***
- ***answer your questions appropriately***
- ***try and sort out the matter straight away.***
- ***help resolve concerns to the benefit of all***

We have a Complaints Policy and Procedures available to parents, please request a copy from the School or download this Complaints summary from our website on: www.chellastoni.derby.sch.uk

Agreed by Staff: Spring 2015

Agreed by Governors: Spring 2015

Date of Next Review: Spring 2018