



St. John's Primary School

Comments, Compliments & Complaints Policy

At St John's we believe that our school provides a good education for all our children, and that the Head Teacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place for compliments, a complaint or a general comment about the school or its staff. The following policy sets out the procedure that the school follows in such cases.

Aims and Objectives

We are interested to hear the views of our children, parents, relatives or carers as it helps us:

- identify what we do well, so we can keep going and do more
- continue to improve successful aspects of our school
- to find out more about what you need
- to identify possible problem areas before you feel you need to make a complaint
- investigate areas *where you may have a concern* and to take action to stop the same thing happening again

How can I make a compliment?

If you are pleased with what we do and you think we have made a difference we would like to hear from you. You can make *positive* comments or compliments either by speaking or writing to the staff with whom you have direct contact, the Head Teacher and/or the Director of Education.

The Complaints Process

We aim to get things right from the beginning. Our aim is to ensure that our work, organisation, policies and processes take into account the needs of the whole school. Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.

We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. We aim to report what we find and what action we have taken or intend to take and where appropriate learn from our mistakes and endeavour to stop the problem happening again.

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Leadership Team:

Mrs. Jones (Early Years Foundation Stage- Nursery and Reception)

Mrs Loveless (Key Stage One Coordinator- Year 1 and Year 2)

Mrs Fairhead (Assistant Head Teacher / Key Stage Two Coordinator – Years 3-6)

Deputy Head Teacher

Mrs. De La Haye (Head Teacher)

The School's Leadership Team considers any such complaints very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

If a parent wished to make a formal complaint, this complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Head Teacher.

We will aim to consider all written complaints within three weeks of receipt. We will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that s/he can explain their complaint in more detail.

Should the complaint involve a member of staff a subsequent meeting will then be set up to discuss the issue with the complainant and the member of staff in an attempt to resolve any issues and a plan to move forward.

If the complainant does not feel that the problem has been resolved they should then submit a formal letter of complaint. The complaint must be made in writing, stating the nature of the complaint and how the school has handled the situation to date, to the Schools Senior Advisor who is the Director of Education nominated representative.

Should a parent have a complaint about the Head Teacher, s/he should first make an informal approach to the schools Senior Advisor, Mrs Eldridge-Mrotzek, who is linked to the Education Department.

Monitoring and review

The Leadership Team monitors the comments, compliments and complaints procedure, in order to ensure that all issues are handled properly. The Head Teacher logs all complaints received by the school and records how they were resolved. This information is included in the school Self Evaluation Form (SEF) which is an annual document and is a requirement of the Education Department.

January 2019