

# **NORTHWICK PARK PRIMARY AND NURSERY ACADEMY**

## **POLICY AND PROCEDURES FOR RESPONDING TO COMPLAINTS**

The Governing Body of Northwick Park Primary and Nursery Academy has adopted the LA Complaints Policy. The following is a summary. The full policy is available on request.

At Northwick Park Primary and Nursery Academy we believe that children of any age are more likely to be happy at school, and to achieve their best, if their parents take an active interest in their education and welfare during the time the child is in school.

We value the involvement of parents and carers in the life of our school and offer many opportunities for you to take part in your child's education here.

It is natural that parents may, from time to time, be concerned about some aspect of their child's education or welfare at school. This may, for example, be due to a misunderstanding about the school's approach to aspects of the curriculum, or about the way we deal with behavioural issues.

We therefore welcome enquiries from parents about these and other matters and are confident that, in the vast majority of cases, we can reassure you by explaining our policies and practices and how they affect your child.

With a commitment from all concerned to resolve any such concerns calmly and rationally, we can work with you to try to achieve the most appropriate solution in your child's interests.

You are welcome to see a copy of any of our school policies. We can also provide you with a copy to take away, if you wish, though we have to make a small charge to cover photocopying costs. Please enquire at the school office.

# **NORTHWICK PARK PRIMARY AND NURSERY ACADEMY**

## **WHAT TO DO IF YOU HAVE A CONCERN ABOUT YOUR CHILD AT SCHOOL**

1. If you are concerned or have a complaint that relates to your child in the classroom, you should raise this with the class teacher. The teacher will arrange to see you at the end of the next day or will let you know why a response will take longer.
2. If you are not satisfied with the response from the class teacher then ask the School Office staff to make an appointment for you to see the Headteacher. Tell them that you have already seen the class teacher and wish to discuss the problem further. They may ask you for some general details so that the Headteacher can have some information ready for your meeting and is more likely to be able to help you quickly. The appointment will be within three term-time working days.
3. If you have a complaint about a general matter at the school, then please do not raise this with your child's class teacher, but ask the School Office staff to make an appointment for you to see the Headteacher. Tell them what the complaint is about so that the Headteacher can have some information ready for your meeting and is more likely to be able to help you quickly. The appointment will be within three term-time working days.
4. If, following your discussion with the Headteacher and the completion of any agreed action, you are still concerned then write to the Headteacher setting out the reasons for your concern. The Headteacher will consider your views again and will send you a written response within one week.
5. If you are not satisfied with the written response from the Headteacher, then you can write to the Chair of the School Governors, c/o the School, giving full details of the problem and the reasons why you are not satisfied. The School Governors have a small Committee to respond to any such complaints. The Committee will aim to respond to your complaint within two weeks, during term time, of the School receiving your letter. The Committee will want to make sure that it has all the information it needs, which could include information and advice from the Local Education Authority, before it reaches a decision. They may invite you and the Headteacher to a meeting to discuss the complaint. If this is the case then the Committee will listen to the points made by you and the Headteacher, and may also ask some questions. Both you and the Headteacher will be asked to

- leave before a decision is reached and you will both be informed of the decision, in writing, within five days of the meeting.
6. The Governors Complaints Committee will treat your complaint confidentially and objectively and their decision will be final.

## Appendix 29 Legislation

### **Additional functions of governing body**

(1)The governing body of a maintained school shall—

(a)establish procedures for dealing with all complaints relating to the school or to the provision of facilities or services under section 27, other than complaints falling to be dealt with in accordance with any procedures required to be established in relation to the school by virtue of a statutory provision other than this section, and

(b)publicise the procedures so established.

(2)In establishing or publicising procedures under subsection (1), the governing body shall have regard to any guidance given from time to time (in relation to England) by the Secretary of State or (in relation to Wales) by the National Assembly for Wales.

(3)The governing body of a maintained school may require pupils in attendance at the school to attend at any place outside the school premises for the purposes of receiving any instruction or training included in the secular curriculum for the school.

(4)In subsection (3) “maintained school” does not include a maintained nursery school.

(5)The governing body and head teacher of—

(a)a community or voluntary controlled school,

(b)a community special school, or

(c)a maintained nursery school,

shall comply with any direction given to them by the local education authority concerning the health and safety of persons on the school's premises or taking part in any school activities elsewhere.

## **CONCLUSION**

The Governors expect that most concerns and complaints will be resolved through discussion with the School during parts 1, 2 and 3 of this procedure. It is likely only to be in exceptional or unusual cases where a sensible solution cannot be agreed upon and where the matter needs to be referred to the School Governing Body.

There are separate procedures for dealing with complaints about the curriculum and collective worship, admissions, exclusion, statements of special educational needs, allegation of racism and child protection issues. Information about them is available from the School Office.

**ANY PERSON EXPRESSING A COMPLAINT DIRECT TO AN INDIVIDUAL GOVERNOR, WILL BE REFERRED TO THIS PROCEDURE AND ASKED TO FOLLOW IT**