

# Birkwood Primary

Inspire



Together

## School

# COMPLAINTS POLICY

UPDATED JULY 2009



**BARNSLEY**

Metropolitan Borough Council

E D U C A T I O N S E R V I C E S

## COMPLAINTS PROCEDURE

Our school values its relationship with pupils and parents and encourages those with concerns regarding their child's education or the service we provide to contact the school with aim of resolving the issue or concern.

However, where a parent wishes to make a complaint it will be treated seriously and managed in a formal procedure.

1. The parent should submit their complaint in writing or by using the School Complaint Form. Where a complaint is received by telephone or in person then a record will be taken.

The letter/form should contain as much detail as possible.

2. The complaint will be acknowledged in writing within 5 school days stating which member of staff will be managing the complaint.
3. Within a further 20 school days an investigation of the complaint will be undertaken.
4. Within 5 school days of completing the investigation the parent will receive a copy of the report and the Headteacher's decision, or notification that the Headteacher will investigate further.
5. The parent will be invited to attend a meeting to discuss the report, if they wish, at a time convenient to them. There is no time limit to this.
6. Irrespective of whether the parent attends a meeting they have the right of appeal to the Governing Body Complaints Committee if they are dissatisfied with the outcome of the complaint.

The grounds for appeal are attached to this procedure.

7. A Complaints Committee meeting will be held within 15 school days of the parent informing the school they wish to appeal.

8. The decision of the Complaints Committee will be sent to the parent, in writing, within 1 working day of the meeting.

The decision of the Complaints Committee is final.

The parent can submit a complaint to the Local Authority only on the grounds that the school did not follow its published procedure. The Local Authority will not investigate the parent's original complaint against the school.

Where the complaint refers to the Headteacher, the Chairperson of the Governing Body will investigate the complaint.



What would you like the school to do to put things right?

Signature

Signature of Parent/Carer

Date

School Action

Date received in school \_\_\_\_\_

Acknowledgement sent on:

By: \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_  
Headteacher

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_  
Chair of Governors