



Bagshot Infant School

Responding to concerns about our school

Governors' Committee responsible for: Children and Learning

Approved by the Governing Body: Autumn 2015

Review Date: Autumn 2016

General principles

1. This policy statement sets out the school's approach to dealing with concerns and complaints. Bagshot Infant School has adopted the Surrey County Council guidance for responding to concerns. Further details are contained in the document *Responding to Concerns about Surrey County Council schools – guidance for parents*, which is available on the Surrey County Council website or on request from the school office.
2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We endeavour to keep parents informed about all aspects of school life in a variety of ways including parents' evening, reports, newsletters and our school website. We regularly seek parental feedback through questionnaires, information events, workshops.
5. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately (for example via social networking sites) or in front of pupils.
6. All school staff and governors will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required.
7. The school's procedures will be reviewed regularly and updated as necessary.
8. Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or for specific groups.

Process

Stage 1 – Discuss your concerns with your child’s class teacher or other appropriate member of staff. Most difficulties are resolved satisfactorily at this stage.

Stage 2 – Contact the Headteacher by arranging an appointment to discuss the matter or put your concern in writing. The Headteacher will investigate your concerns and respond.

Stage 3 – If the Headteacher has been unable to resolve the issues to your satisfaction, complete a Stage 3 complaint form (available from the school officer and/or website) and return it to the Chair of Governors care of the school. The Chair of Governors or nominated governor will investigate and respond.

Stage 4 – Very few concerns reach this formal stage. A formal complaint is heard when all previous stages have been undertaken and the issue remains unresolved. The complaint will be reviewed by a panel of three governors who have had no previous involvement. To initiate the stage 4 process you should put your request in writing to the Clerk to the Governing Body, care of the school.

Statutory procedures for specific types of complaints

Complaints about the following issues are subject to statutory procedures which are separate from the general complaints procedure. For more information about these procedures please contact the Headteacher or Surrey County Council (0300 200 1004).

- Pupil exclusion
- Admission to school
- Child protection/safeguarding
- Statements of Special Educational Needs (SEN)/ Education, Health Care Plans (EHCP)
- Freedom of Information/ Data Protection
- Discrimination/harassment based on protected characteristics as defined in the Equality Act 2010
- Grievance by a member of school staff