

HADE EDGE J & I SCHOOL

Complaints Policy 2018-19

If parents have a cause for concern they are encouraged first to discuss the matter with the class teacher. Where the matter is more general rather than pupil or class based it may be more appropriate to discuss this concern with the Head Teacher.

If a parent with a complaint approaches a governor, the governor should refer the parent to the appropriate member of staff initially. The school will make every effort to have an open door policy, but it is appreciated that some parents find it difficult to make the first approach to school. The governor may therefore assist, for instance by helping to make an appointment to see the Head Teacher.

If a serious complaint is made, the Head Teacher will discuss the issues with the Chair of Governors as soon as is practicable. It is important for the Governing Body to be aware in general of any problems within school as part of their responsibilities and may wish to implement changes as a result of the complaint. The Chair of Governors also acts as support for the Head Teacher's decision-making and response to a complaint and may give advice as appropriate.

Where a parent is not satisfied with how the school has dealt with the complaint and wish to take the matter further, the Head Teacher, school administrator or Chair of Governors should address them to the members of the complaints committee. In practice it is likely that a letter may be addressed to the Chair of Governors who can then arrange a meeting of the parents and the complaints committee (or a member thereof).

The rationale for having a separate complaints committee is that the Chair of Governors will already have been involved in supporting the Head Teacher and if the complaint is of a serious nature this support will be on going. It is therefore appropriate for the parents to have the support of other governors.

It may be necessary for the Head Teacher, Chair of Governors or complaints committee to take further advice, most often from the LEA. The parent should always be informed verbally and in writing where outside agencies are involved and should be updated as to the outcomes.

Written records should be kept where the complaints committee is involved but the contents should be confidential. The whole Governing Body does not necessarily need to be aware of the detail of complaints.

If a complaint is addressed directly to the LEA it will usually be referred back to the school and proceed from there.

If there are any complaints these should be addressed, in the first instance, to the Head teacher. However, if the complaint is about the Head Teacher then the approach should be made directly to the Chair of Governors. A document detailing the full complaints

procedure is available for inspection in the school office or at the Schools Section,
Kirkgate Buildings, Huddersfield Hd1 1dd

