



Peel Hall Primary School Complaints Policy & Procedure

This policy was adopted at a meeting of the Full Governing Body		
Held on	2/11/17	
Review period:	Annual	
	Signed on behalf of the management team	Signed on behalf of the governing body
Name	Gaynor Dunkley	Sheila Hamnett
Role	Headteacher	Chair of Governors
Signature		

We aim to make Peel Hall Primary School a happy, safe and caring place so that pupils may benefit from the best possible education. All our staff, both teaching and non teaching, are dedicated to this aim. If parents think that we are not living up to expectations we want to know and put things right.

The school's complaints procedure allows for general concerns and complaints to be made on an informal basis. If a complaint falls outside the normal complaints procedure, for example child protection or special educational needs, then the appropriate procedures will be applied.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage. In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher).

Stage 1

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, your complaint should be passed to the school business manager, Mrs Mulcahy, for the attention of the Chair of the Governing Board. You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the letter, in a sealed envelope to the school office. The envelope should be addressed to the Head Teacher, or to the Chair of the governing body, as appropriate.

The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. It is possible that your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

Stage 2

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

Review Process

1. A hearing panel will be convened, consisting of at least three governors who have not been involved in the matter detailed in the complaint.
2. The parent will be given at least five days working notice of the time and place of the hearing and be invited to attend and be accompanied if they wish.
3. At the hearing the parent will be given an opportunity to voice their concerns and the Headteacher (or chair) will be asked to explain what the school has done to resolve the complaint.
4. After listening to all representations the hearing panel will make its findings and recommendations to the parent in writing.

Stage 3

If the parent is still not satisfied, they may refer their complaint to the Local Authority's Director of Children's services

Monitoring, evaluation and review

The school will review this policy annually and assess its implementation and effectiveness. The policy will be promoted and implemented throughout the school. The policy is available on the school website.

Types of complaints not covered by this policy

Exceptions	Who to contact
Admissions to schools	<ul style="list-style-type: none">• For school admissions, it will depend on who is the admission authority (either the school or academy trust or the LA). Those with concerns about schools' admissions and exclusions also have specific appeal rights.• Information about admissions appeals in Salford if the LA can be found at: http://www.salford.gov.uk/schools-and-learning/schools-admissions/appeals/
Special Educational Needs (SEN)	<ul style="list-style-type: none">• Information about SEN can be found at: http://www.salford.gov.uk/schools-and-learning/info-for-parents-students-and-teachers/special-educational-needs/special-needs-explained/• Information about mediation and disagreement resolution services can be found at: http://www.salford.gov.uk/schools-and-learning/info-for-parents-students-and-teachers/special-educational-needs/mediation-and-disagreement-resolution-services/
School re-organisation proposals	<ul style="list-style-type: none">• Should be sent to the Salford School Organisation Team within the LA on 0161 778 0447.

<p>Matters likely to require a child protection investigation</p>	<ul style="list-style-type: none"> • If a member of the public thinks a child is in immediate danger of being harmed, or if a child is home alone, the police should be called on 999. • All enquiries concerning the welfare or safety of a child must go through the Bridge Partnership via the online referral form at: https://services.salford.gov.uk/contact/SalfordEnquiry/?formtype=BRDG_CHILD or ring 0161 603 4500. • Schools can contact the Bridge Partnership by telephone on 0161 603 4500 from 8.30am to 4.30pm. • If schools need to speak to somebody about their referral of concern. Outside these hours, please call the Emergency Duty Team on 0161 794 8888.
<p>Allegations of child abuse, or other criminal activities against staff in schools.</p>	<ul style="list-style-type: none"> • Schools should contact the Local Authority Designated Officer (LADO) for Salford on 0161 603 4350 if their concern is about the behaviour of an adult who works with children in a paid or voluntary capacity.
<p>Exclusion of children from school</p>	<ul style="list-style-type: none"> • Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusion/exclusions
<p>Whistle blowing</p>	<ul style="list-style-type: none"> • Schools have an internal whistle blowing procedure for their employees and

	<p>voluntary staff. See the school website or contact the school directly for details.</p> <ul style="list-style-type: none"> • Whistleblowing about financial irregularities or criminal behaviour in LA maintained schools and Salford City Council services can be reported online at: https://services.salford.gov.uk/contact/SalfordEnquiry/?formtype=HON ACTION or by ringing 0808 100 1235. • Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: whistleblowing@ofsted.gov.uk or by writing to: WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. • The DfE is also a prescribed body for whistle blowing in education and you can email the DfE at: iait.mailbox@education.gsi.gov.uk
<p>Staff grievances and disciplinary procedures</p>	<ul style="list-style-type: none"> • These procedures are confidential to the school and individuals involved and complainants will not be informed of the outcome of any investigation.
<p>Complaints about services provided by other providers who may use school premises or facilities</p>	<ul style="list-style-type: none"> • All service providers should have their own complaints procedure to deal with complaints about service so they should be contacted direct. • To protect the reputation of the school and the importance of having a complaint process in place, the school should ensure the contract of use refers to the requirement of a complaint procedure.

General complaints about services provided by Salford City Council

- For more information please visit <https://www.salford.gov.uk/complaints>