



Brentfield Primary School

Children of Today, Champions for Tomorrow

Complaints Procedure

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Complaints Procedure for Brentfield School

This document sets out the complaints procedure for Brentfield School. The procedure covers all matters (except admissions, exclusions and special educational needs – as there are separate statutory arrangements for them) relating to the life of the school – including matters to do with the curriculum and religious worship.

The Arrangements

The arrangements for dealing with complaints are simple and include the following:

1. School staff and the Head Teacher handle criticisms and concerns informally, in the first instance, not as formal complaints.
2. Formal complaints are made in writing, but may be complemented or clarified by an oral presentation.
3. Formal complaints are investigated and handled as swiftly as possible and the complainant kept fully informed throughout all stages of the investigation, preferably in writing.
4. Each complainant will receive a formal response in writing, once the investigation is complete. If, in the course of an investigation, the governing body considers that disciplinary action should be taken against a member of staff, disciplinary proceedings will be initiated.

Stage 1

As is the case with a grievance, a complaint can best be resolved in informal discussion with the Head Teacher or a member of the school staff. A discussion at the informal stage is, more often than not, likely to resolve many a complaint. The first port of call for parental complaints is the class teacher. A complaint that is not resolved by a staff member is referred to the Head Teacher. It will be dealt with as soon as possible and no later than five working days where practicable.

Stage 2

Where a complaint is of a serious nature and has not been resolved informally, the complainant will be directed to the chairperson of the governing body. The chairperson will offer the complainant and respondent the opportunity to make their cases – orally and/or

in writing, receiving any supplementary information that is germane to the case and decide on what to do. She or he will then inform both parties of the outcome, giving explanations of why a particular course of action was adopted. The Chairperson will deal with the complaint within 10 working days where practicable.

Stage 3

If the complainant is still not satisfied, she or he will be asked to put the complaint in writing formally to the governing body (for the attention of the Clerk) for consideration by a complaints panel. It is possible that, at this stage, the complaint may well be different from the original one, as it would include dissatisfaction with the action taken by the Head Teacher and chairperson of governors in handling the original perceived problem.

The panel of governors will be appointed by the full governing body and consist of three members – none of whom would have had anything to do with dealing previously with the complaint. The complaints panel will convene within 15 working days of receipt of the complaint or as soon as practicable thereafter.

Written evidence will be circulated to both parties and members of the panel in advance of the meeting and the procedure will be as follows:

1. Introductions by the chairperson of the panel.
2. Complainant makes statement of complaint and background.'
3. Questions to complainant by the Head Teacher/Chairperson of Governors and members of the panel.
4. Head Teacher/Chairperson of Governors makes statement.
5. Questions to Head Teacher/Chairperson of Governors by complainant and members of the panel. In presenting its case, each party may call witnesses who could be questioned by the other side and members of the panel.
6. Head Teacher/Chairperson of Governors makes final statement.
7. Complainant makes final statement.
8. Interested parties withdraw from the meeting and the panel reaches a decision on whether the complaint is upheld or rejected. In either case, the panel may call for certain action to be taken by the school.
9. Both parties are informed of the decision no later than three days after the hearing.

The decision of the panel of governors will be binding on the head teacher, chair of governors and the school. If the complaint is a curricular one and the complainant is dissatisfied with the outcome, she or he may refer the matter to the Director of Education of Brent. If the complaint is related to a noncurricular matter and the complainant is dissatisfied

with the decision of the governing body, she or he may take the matter further to the Secretary of State for Education and Employment on the grounds that the governing body has behaved unreasonably.

Should an investigation into a complaint lead to disciplining a member of staff, all those involved in the investigation or hearing will not participate in the disciplinary action that may follow - in order to secure natural justice.