



Asfordby Captain's Close Primary School – Complaints Procedure

At Captain's Close we strive to provide excellent education and care for our pupils at all times. However, we accept that occasionally things can go wrong. This procedure describes how parents may make a complaint and to whom, if they are dissatisfied with any aspect of our provision.

We value our partnership with parents and will endeavour to resolve your concern or complaint as quickly as possible. To help us properly investigate your complaint we ask that you bring it to the attention of the school as soon as possible, and in general, no later than 3 months after the event that gave rise to the complaint.

This procedure sets out how you may raise a concern or make a complaint and what can be expected at each stage of the process.

Stage 1: Dealing with concerns informally

We hope that most concerns can be resolved at an early stage with a conversation with the class teacher.

Our ELSA is also available at the start of the day, or we can arrange for you to meet with the Class teacher before or after school, or it may be more appropriate to make an appointment so that more time can be given to address your concern. Appointments can be made through the school office.

If your concern is not resolved at this stage, you may wish to make a complaint by proceeding to the formal stage of this procedure.

Formal Stages

Stage 2 – Referral to Senior Management

If your concerns have not been resolved at stage one, you can request appointment with the leader. Key leaders are: -

- Early Years Foundation Stage – Mrs Llewelyn
- Deputy Head-Mr Bates
- In the event of absence: senior staff may deputise

The appropriate leader will meet with you and talk through your complaint. It is important you say why you weren't happy with the response from Stage 1.

The leader will then investigate your complaint and will let you have a full explanation within 10 school days. If this is not possible you will be advised of when they expect to be able to provide this information.

If you are unhappy with the response you have received, you can go to Stage 3 (see below).

Stage 3 – Referral to senior leaders

If you are unhappy with the Stage 2 outcome you can escalate your complaint to a member of the Senior Leadership Team.

Please provide us with as much detail as you can to help us investigate your complaint using the attached Complaint Form.

Your complaint will be acknowledged within 5 school days and a mutually convenient time arranged to discuss your complaint.

The Senior Leader will then investigate your complaint and will let you have a full explanation within 15 school days. If this is not possible, you will be advised of when they expect to be able to provide this information.

Your senior leaders are: -

Mrs Lawrence – SENDCO

Mr Bates Deputy Headteacher

Mrs Hancock – Headteacher

Stage 4: - Referral to the Advisory Board

If your complaint is still not resolved, you can refer your complaint to the Advisory Board within 10 school days of getting the Stage 3 response. Please write to the Chair of the Advisory Board, care of the school, providing a copy of the written complaint, the school's response and details of why you are not satisfied with the outcome.

A member of the Advisory Board will acknowledge receipt of the complaint within 5 school days and provide a timescale for response. The Advisory Board Member will review your complaint, the actions taken by the school to resolve it and provide you with a written response.

Stage 5 – Complaints Panel Hearing

If you are unhappy with the Stage 4 outcome you can request a complaint panel hearing. A complaints panel hearing is a review of the decisions taken after investigation of the complaint. The panel will not consider any new areas of complaint which have not been previously raised as part of the complaints procedure.

A request for a hearing before the complaints panel must be put in writing to the school within ten working days of the stage 4 decision being communicated.

At this stage the complaint will be heard by a panel of three people who have not been directly involved in the matters detailed in the complaint. One member of the panel will be independent of the school and Trust. As parent/carer you will be invited to attend the panel hearing and may be accompanied by another person, for example a relative or friend.

Every effort will be made to enable the hearing to take place within 15 working days of receipt of the request. However, please note that the panel will not normally sit during school holidays.

The panel will hear your complaint and make their findings and recommendations. They will decide if:

- the complaint investigation process was carried out fairly
- the outcomes were reasonable
- any more can be done to help resolve your issue

The decision, findings and any recommendations will be confirmed in writing to you by electronic mail, normally within five working days of the hearing. If you do not wish to receive the decision by electronic mail, please inform the panel clerk of this and a copy will be given or posted to you.

The decisions, findings and any recommendations will also be available for inspection by the Board of Trustees, the Trust Executive Leadership Team, the headteacher and where relevant they will be provided to the person who is the subject of the complaint.

This is the final stage of review for any complaint within the school and Trust but, if you are still unhappy, you can refer your complaint to the Department for Education (DfE). The DfE can only look at complaints that have followed all stages of the procedure. To refer your complaint to the DfE please visit <https://www.gov.uk/complain-about-school/state-schools>

Confidentiality

A written record including the actions taken by the school will be kept of all complaints, and of whether they were resolved at a formal stage or proceeded to a panel hearing.

Correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State or where disclosure is required in the course of a school's inspection or under other legal authority.

In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.



Complaints Form

Your name:	
Pupil's name (if relevant):	
Your relationship to the pupil (if relevant):	
Please give details of your complaint.	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signed:	Date:

Office Use:
Date acknowledgement sent:
By who:
Complaint referred to:
Date: