

Hightown Junior Infant and Nursery School

At Hightown we work together as a school community with pride, respect, rigour and fairness. We celebrate effort, respond enthusiastically to challenges and create positive opportunities that enable everyone to achieve in every way.

Complaints policy

Policy date:	Autumn 2025
Policy author:	SLT - RI
Approved by	
Link governor:	Kay Brennan
Review date	Autumn 2026

Aims

The aims of this policy are:

- to provide a framework for the school to deal fairly and effectively with complaints.
- to define the procedure to be followed in resolving complaints

Roles and Responsibilities

- Parents and carers have a responsibility to follow the recommended process for bringing concerns and complaints to the school.
- Teachers, the head teacher and governors have a responsibility to investigate the concerns/complaints in accordance with the agreed procedures.

Policy

Dealing with Concerns and Complaints

Hightown Junior Infant and Nursery School aims to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

We follow the Kirklees guidelines for dealing with complaints in schools which are available at

http://www.kirklees.gov.uk/beta/contact-the-council/school-complaints.aspx

The Process

Concerns:

Parents are encouraged to raise concerns initially with the class teacher.

The class teacher will:

- listen to the concern and, if appropriate, make notes using CPOMs
- agree any action to be taken with the parent
- agree a review date with the parent
- inform the Headteacher if appropriate

If the concern cannot be resolved by the class teacher or if the concern is about the professional conduct of a teacher the parent should raise the concern with the Head teacher.

The head teacher will

- reply with a standard letter within 3 working days
- agree a review date within 15 working days
- investigate the concern (with other staff as appropriate)

Most concerns are resolved by this stage, however if no resolution is reached the concern becomes a complaint and the parent should complete a complaint form, *available from the school office.*

Complaints

If a complaint form is received the head teacher will:

- acknowledge receipt of the complaint form within 3 working days
- agree a timescale for investigating the complaint with the parents
- conduct a formal investigation

The head teacher will investigate complaints about teachers. The governing body will investigate complaints about the head teacher and the chair of governors is informed of all complaints. Following the investigation a feedback meeting will be held with the parent within 15 working days.

Investigation by the Governors' Complaints Committee

In very rare cases if the complaint is not resolved then the parent should write to the Chair of Governors and ask for the governors' Complaints Committee to investigate.

The governors' Complaints Committee will arrange a meeting to consider written evidence from the parent and from the head teacher.

The complaints committee will either:

- uphold the head teacher's decision
- ask the head teacher to reconsider certain aspects of the decision
- ask the Local Authority to investigate the complaint.

Local Authority Investigation

If the committee decides to ask the Local Authority (LA) to investigate the complaint it will ask the Chair of Governors to contact the Kirklees Assistant Director for Learning and Skills

If the committee does not uphold the complaint and does not request an investigation, the parent may request an investigation. The parent should write to Kirklees Assistant Director for Learning and Skills in the Children & Young People Service.

The Local Authority (LA) will assign an officer to investigate how the school handled the complaint and will enquire into the circumstances of the complaint.

The investigating officer will collate the information and prepare a report which will be sent to the Chair of Governors with a copy to the headteacher. The governing body will consider the report's conclusions and decide what action to take. The Chair of Governors will then contact the parent to inform them of the governors' response.