

Ysgol Bryn Deva

Complaints Procedure and Policy

Introduction:

This policy is a summary of the procedures involved in dealing with complaints at Ysgol Bryn Deva. This policy has been developed by the governing body in compliance with the requirements of Section 29 of the Education Act 2002. In developing the procedures the governing body has also had regard to the guidance contained in National Assembly for Wales guidance Circular No: 03/2004 (Schools' Governing bodies Complaints Procedures).

The procedures are designed to ensure that anyone with an interest in our school can raise a concern with confidence and that it will be given serious and objective consideration.

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships and have in place clear lines of communication with all parents and others. In so doing complaints are kept to a minimum. However, we are aware that sometimes you feel we don't get it right, therefore we take any complaint seriously and we deal with them professionally following set procedures.

We believe complaints need to be resolved as quickly as possible but in some cases we need to establish whether the issue brought to our attention is a complaint or an actual concern. In such cases 'many issues can be resolved informally without the need to invoke formal procedures'.

We must be aware that besides parents/carers of children who are registered at this school any member of the general public can make a complaint about 'any provision of facilities or services' that we provide at this school.

We understand that a complaint may be made in writing, by telephone or in person. However, we will endeavour to accommodate those complainants who may be disabled or have learning difficulties by having in place alternative methods of registering a complaint.

Aims and Objectives:

Our school aims to be fair, open and honest when dealing with any 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.

The Complaints Procedure:

- If a parent is concerned about anything to do with the education that we are providing at our school they should, in the first instance, discuss this matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy in school and is making good progress. They always want to know if there is a problem so that they can take action before the problem seriously affects the child's progress.
- Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to see the

head teacher, Mrs Tamazine Croston, to discuss the matter. The head teacher considers any such complaint very seriously and investigates each case thoroughly.

- Moreover, if the complaint is against a member of staff the parent is asked to discuss the matter only with the head teacher and under no circumstances are they to discuss such a complaint with any other member of staff. Most complaints are normally resolved at this stage.
- Should the complaint be against the head teacher the parent should make contact with the Chair of the governing body, Mr Russell Edwards (contact details available from the school office) who is obliged to investigate. The Chair will do all that they can to resolve the issue through a dialogue with the school but if a parent is unhappy with the outcome he/she can make a formal complaint as outlined below.
- Only if an informal complaint fails to be resolved to the satisfaction of the complainant then a formal complaint can be made in writing to the governing body.
- The governing body must consider all written complaints within three weeks (15 school days) of receipt. The formal complaint is then heard by the governing body's complaints committee. It arranges a meeting to discuss the complaint and invites the person making it to attend the meeting so that he/she can explain it in more details. The school gives the complainant at least three days' notice of the meeting.
- After hearing all of the evidence the governors consider their decision and inform the complainant of their decision in writing. This decision is final, if the complainant is still not content that the complaint has been dealt with properly then he/she is entitled to appeal to the Public Services Ombudsman for Wales.

Monitoring and Review:

The governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The head teacher logs all informal and formal complaints received by the school and records how they were resolved. Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents so that they can be properly informed about the complaints process through our Schoop app. A paper copy is also available from the school office.