



Busill Jones Primary School

Busill Jones Primary School Complaints Procedure

Introduction

We hope that in general you and your children are happy with our school. However, over a period of time the odd problem may possibly arise. This document hopefully, will explain the procedure that is followed in the event of a complaint.

General complaints

Walsall schools aim to provide good quality education to the children of Walsall, but we realise that sometimes things go wrong. When this happens, we want to know about it.

The Council has defined a complaint as "**an expression of dissatisfaction with the Council, its services or the actions of its staff**". We want to learn from our mistakes, to get it right next time, and, if we have got things wrong we want to provide redress, where possible by putting things right.

So what do I do?

Schools want complaints to be brought to their attention as soon as possible so that action can be taken swiftly to put things right. This complaints procedure is designed to provide a quick response to your complaint and to let you know what is happening with your complaint.

Step 1

Any formal procedure can take time so why not make an informal approach to the Headteacher (or to the Chair of Governors if the Headteacher is subject of your complaint) before you make a complaint in writing. This informal approach will give the school a chance to respond to your complaint quickly and a formal complaint may not be necessary.

Step 2

If you think your complaint cannot be resolved informally, or if you are not satisfied with the school's attempt to resolve the matter informally, you should contact the Headteacher in writing. You should receive an acknowledgement within 5 working days and a full written reply within 15 working days. If the complaint is a complex one you will be told of any delay. These time limits relate to school working days not including the school holidays.

If your complaint concerns the Headteacher personally write directly to the Chair of the Governing Body.

The Headteacher/Governing Body or committee shall consider the complaint and decide whether to:

- Reject the complaint;
- Uphold the complaint;
- Investigate the complaint further.

The complainant will be notified of the decision of the Headteacher/Governing Body/Committee in writing within 5 school days.

Step 3

If you are not satisfied with the response from the school or Governing Body you may ask for it to be reconsidered. This will be carried out by a different group/person who will not have been involved in the first investigation.

The Headteacher/Governing Body or committee shall consider the complaint and decide whether to:

- Reject the complaint;
- Uphold the complaint;
- Investigate the complaint further.

The complainant will be notified of the decision of the Headteacher/Governing Body/Committee in writing within 5 school days.

Step 4

If you are not satisfied with the school's response you should write to Walsall Children's Services who may investigate the matter and respond to you in writing. Where appropriate the Chief Education Services Officer will submit a report to the Governing Body of the school concerned.

Step 5

If you are not satisfied with the Chief Education Services Officer's response, you can approach the Secretary of State at the Department for Education.

Adopted by the Governing Body on:

Signed by Chair of Governors: