



**Branscombe CE Primary School, Broadhembury CE Primary School and Farway CE Primary School**

## **Complaints Policy (Including Complaints relating to the Curriculum)**

### **Appendix A**



### **Do you have concerns about your child at school?**

Our schools are rated very highly and want to provide a good service. However, if your child has a problem at school you should be able to resolve it by an informal discussion with your child's teacher. If you are unable to resolve a problem informally, the school will have a formal complaints procedure, recommended by the Department for Education, that you can follow. Please contact the school and obtain a copy before making your complaint.

- You can be assured that whatever the nature of your concern, the school's support for your child will not change in any way. All concerns will be properly considered.
- It is important that a school should be informed about a concern as soon as possible, so that it can be investigated.

Devon's maintained schools are managed by governing bodies whose membership includes parents, staff and community governors. Headteachers are directly responsible to the governing body for the performance of the school.

**Devon's maintained schools follow a process similar to that set out below:**

**Stage 1:** discuss your concerns with your child's class teacher or head of year. Experience has shown that most difficulties can be resolved satisfactorily at this informal stage. However, if this is not the case, you can go to the next stage.

**Stage 2:** contact the Headteacher and ask for an appointment to discuss the matter or alternatively put your concern in writing. The Headteacher will look into the issues you have raised and respond once the relevant facts have been established. If this does not resolve the issue for you proceed to Stage 3 by writing to the chair of governors with your concerns.

**Stage 3:** The governing body will convene a small panel of governors, who have not been involved previously, to look in detail at the issues you raise. You may be invited to attend a meeting to discuss your complaint. After fully considering your complaint the governors will write to you to inform you of their decision.

Finally, if you believe that your school's governing body is acting 'unreasonably' you can complain in writing to the Secretary of State at Department for Education. This should be a last resort, and you should highlight in your letter the steps you have already taken to resolve the problem locally and include any evidence you have.

### **Consider Mediation**

Mediation is a process by which impartial facilitators (mediators) help people in dispute work out an agreement. The disputants, not the mediators, decide the terms of the agreement. Mediation is a voluntary process which can transform the way people communicate, interact and manage conflict. This process is an informal alternative to the complaint process; however, at any time during the process either party can withdraw and seek a formal resolution to their issues. Mediation seeks to meet the interests of both sides in a dispute. If you feel communication between yourself and the school has broken down – this may be an acceptable alternative.

For enquiries about whether mediation may be a suitable route to resolving your issue please contact Roger Morris on 07966 474364 or email [roger.morris@devon.gov.uk](mailto:roger.morris@devon.gov.uk)





## Branscombe CE Primary School, Broadhembury CE Primary School and Farway CE Primary School

### Complaints Policy (Including Complaints relating to the Curriculum)

#### Ofsted

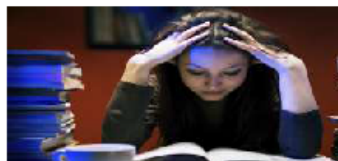
The Office for Standards in Education, Children's Services and Skills also has a role in investigating complaints about the work of schools as a whole.

Examples include:

- The school is not providing a good enough education
- The pupils are not achieving as they should, or their different needs are not being met
- The school is not well led and managed, or wasting money
- The pupils' personal development and well being are being neglected

Complaints about matters relating to an individual child cannot be considered.

Ofsted can consider complaints from parents (or some carers) of pupils registered at the school the complaint is about. More information can be found on their website.




#### Useful Contacts

##### Ofsted

 Piccadilly Gate  
Store Street  
MANCHESTER  
M1 2WD  
 0300 123 1231  
 [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
 [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

##### Government Services and Information

 [www.gov.uk/browse/education](http://www.gov.uk/browse/education)

##### Department for Education

 Castle View House  
East Lane  
Runcom  
CHESHIRE  
WA7 2GJ  
 0870 000 2288  
 [www.education.gov.uk](http://www.education.gov.uk)

##### Bullying advice for young people and parents

 [www.bullying.co.uk](http://www.bullying.co.uk)

Free legal advice on matters relating to children's education, particularly exclusions, may be available.

 [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)  
 08088 020 008

#### The Local Authority's Role

Schools are independently managed and governed. The areas where the local authority can instruct a school to take particular action are limited. It is the headteacher's responsibility to ensure that all concerns and complaints are dealt with speedily, efficiently, fully and fairly within the school, in accordance with the policy of the school's governing body.

**Matters for Local Authority** in relation to maintained schools under section 409 of the Education Act 1996 are:

- School Admissions
- Exclusions
- Home to School Transport
- Special Educational Needs

Contact the above departments via **My Devon** on 0845 155 1019.

The local authority has no duty to investigate a complaint made about day to day school issues.

