



Complaints and Concerns Policy

Document Information			
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Reviewer Signature		Responsibility:	Management
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Signature (Green Academy)		Signature (Head)	

The Green Crescent Primary School believes that students and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Primary and will give prompt and serious attention to any concerns about the running of the Primary.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our Primary to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

COMPLAINTS WITH SERIOUS ALLEGATIONS TOWARDS ANY MEMBER OF STAFF OR NURSERY OFSTED MUST BE NOTIFIED.

These details are displayed on our Primary's notice board and in our information booklet.

If a child appears to be at risk, our Primary follows the procedures of the Local/Safeguarding Board in our local authority.

In these cases, both the parent and Primary are informed and the Head teacher informs and works alongside with OFSTED or the Local Safeguarding Board to ensure a proper investigation of the complaint followed by appropriate action.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the Primary's provision talks over, first of all, their worries and anxieties with their form teacher or the Head teacher. This will be recorded in writing.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Head Teacher and the owner/chair of the management team.
- A written complaint will be investigated and the results of this investigation will be made available to the complainant within 28 working days of the complaint being received.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the Primary and the owner/chair of the management committee. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and Primary cannot reach agreement, an Independent is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. An Independent Panel has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Children Services department of the Nottingham City Council are appropriate persons to be invited to act as Independent Panels.
- The Independent Panel keeps all discussion confidential. S/he can hold separate meetings with the Primary's personnel (Head teacher and owner/chair of the management committee) and the parent, if this is decided to be helpful. The Independent Panel keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the Independent Panel has concluded her/his investigations, a final meeting between the parent, the Primary leader and the owner/chair of the management committee is held.
- The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.

- The Independent Panel's advice is used to reach this conclusion. The Independent Panel is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Records

A record of complaints against our Primary and/or the students and/or the adults working in our Primary is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The role of the DfE (OFSTED) and the Local Safeguarding Children Board.

Parents may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED as the registering and inspection body has a duty to ensure the School Standards are adhered to.

The address and telephone number of OFSTED :

Department for Education,
2nd Floor,
Piccadilly Gate Manchester
M1 2WD

Ofsted No. 0300 123 4666