



# Anfield Road Primary School

## Concerns and Complaints Policy

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<b>Drafted by:</b>	D Ball
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## School Concerns and Complaints Process

At Anfield Road Primary we will endeavour to resolve any issues you may have at the earliest possible stage and as quickly as possible. where a parent/ carer may have concerns or worry about their child or the children's education.

Please see the definition of a concern and complaint:

A 'concern' may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

A 'complaint' may be generally defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

If you have any concern or complaint it would be helpful if you could follow the process as outlined below:

1) In the first instance speak to the child's class teacher who will be best placed to discuss any concerns you have about your child.

2) In instances where the concern or complaint is not resolved you may request to speak to relevant the Head of School:

**Ms Costello Head of Upper school (years 5 & 6)**

**Mrs Smith Head of Middle school (years 2, 3 & 4)**

**Miss McDonald Head of First School (Nursery, Reception and Year 1)**

The head of school has the authority to act on behalf of the headteacher and will act to resolve the concern on headteachers behalf.

3) In extreme circumstances where point 1) and 2) above have not resolved the issue an appointment can be made at the school's main Bell Tower reception to see the Headteacher. The next available appointment will be given to you. Please note the headteacher may deputise this to one of the deputy head teachers; Mrs Beaumont or Mr Griffiths

If your complaint is regarding a class teacher or other teacher in school, please speak to the head of school.

If your complaint is about a head of school, you can make an appointment to speak to one of the Deputy Headteachers; Mr Griffiths or Mrs Beaumont.

If you feel your complaint has not been dealt with satisfactory or your complaint is regarding the headteacher and you would like to raise this at a Governors meeting please put your complaint in writing and mark it Private and Confidential for the attention of Cllr J McIntosh Chair of Governors. Please ensure this is in a sealed envelope and it can be handed into the school main Bell Tower Reception area.

There are other statutory complaints which fall outside of these procedures. Please see the table overleaf.

## Complaints not in scope of school procedure

A complaints procedure should cover all complaints about any provision of facilities or services that a school provides with the **exceptions** listed below, for which there are separate (statutory) procedures

Exceptions	Who to contact
<ul style="list-style-type: none"> <li>• Admissions to schools</li> <li>• Statutory assessments of Special Educational Needs (SEN)</li> <li>• School re-organisation proposals</li> <li>• Matters likely to require a Child Protection Investigation</li> </ul>	<p>Concerns should be raised direct with local authorities (LA). For school admissions, it will depend on who is the admission authority (either the school or the LA). Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.</p>
<ul style="list-style-type: none"> <li>• Exclusion of children from school</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a>.</p>
<ul style="list-style-type: none"> <li>• Whistleblowing</li> </ul>	<p>Schools have an internal whistleblowing procedure for their employees and voluntary staff. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: <a href="mailto:whistleblowing@ofsted.gov.uk">whistleblowing@ofsted.gov.uk</a> or by writing to: WBHL, Ofsted Piccadilly Gate Store Street Manchester M1 2WD. The Department for Education is also a prescribed body for whistleblowing in education.</p>
<ul style="list-style-type: none"> <li>• Staff grievances and disciplinary procedures</li> </ul>	<p>These matters will invoke the school's internal grievance procedures. Complainants will not be informed of the outcome of any investigation.</p>
<ul style="list-style-type: none"> <li>• Complaints about services provided by other providers who may use school premises or facilities.</li> </ul>	<p>Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct.</p>