



Policy for handling Complaints in Schools



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Document Control

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Document author	Tom Payne, Information Officer Bournemouth LA
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Revision History

Date	Version	Summary of Changes	Section(s) Changed

Equalities Impact Assessment

Assessment date	
Assessment location	

Freedom of Information Act Exemption

FOI Exempt?	NO
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Document Location

Once approved, the source of this document will be found within the corporate fileplan or intranet.

Document Distribution

Copy of this document has been externally distributed upon publication to:

Name	Organisation	Date of Issue	Version
School Website	Moordown St. Johns CE VA Primary	4 th December 2009	1.0

This document is uncontrolled if printed. A printed copy of this document should be considered valid only on the day it was printed.

Alternative Document Formats

Format	Location

1. *Our School's mission statement:*

We are a Christian Community where commitment to educational excellence changes lives

2. *Our prospectus contains the following statement on complaints:*

We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

We receive very few complaints. Problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. When parents and teachers treat each other with mutual respect and support in keeping with the Christian values of this school a very good role model for all our children is provided.

3. **Why do we have this policy?**

Reason

Section 29 of the Education Act 2002 places a legal obligation on every school to have a complaints policy in place to deal with complaints about their school.

Purpose

This policy and associated procedures will give clear guidelines to schools and parents/guardians about the process for making complaints to schools. The outcome will be a greater understanding of the complaint's procedure which will aim to deal with complaints in a more timely and efficient manner. The policy and procedures aims to deliver a consistent approach to complaint handling across all schools in Bournemouth.

4. **Who must comply with the policy?**

Head Teachers, Deputy Head Teachers and Governors need to comply with the policy.

5. **Who else should be aware of this policy?**

All Teachers need to be aware of the policy.

6. **What is this policy about?**

The policy is to ensure legal compliance with Section 29 of the Education Act 2002 which states:

“The governing body of a maintained school shall—

(a) Establish procedures for dealing with all complaints relating to the school or to the provision of facilities or services”

7. How is this policy implemented?

Procedures

The procedures setting out how to deal with complaints in schools are contained in a separate document, ‘Model procedures for handling Complaints in Schools.’

Roles and responsibilities

Head Teachers - Responsible for being aware of this policy and ensuring that the associated procedures are followed. The policy and procedures are required to be made available to parents and guardians, ideally on the school website.

Governors and Chair of Governors - Responsible for ensuring that the procedures set out are followed within the timescales stipulated and the published stages of the complaints procedure are made known to a complainant.

Information Officer, Children’s Strategic Services, Bournemouth Borough Council - Responsible for monitoring complaints associated with Schools and Children’s Services and providing advice to Schools and parents or guardians with regard to the process of making a complaint.

8. Supporting information

Further advice can be found at the following websites:

[GovernorNet - Advice produced by Central Government](#)

[Local Government Ombudsman Advice](#)

[OFSTED Guidance](#)