

Braywood CE First School



Complaints Policy

***“We aspire for all our children to become confident, secure, caring individuals who achieve personal excellence and develop a love of learning”
(Mission Statement)***

Our Ethos

Braywood aims to establish and promote a close relationship with all parents in the interests of their children. It also seeks to provide a first class service to all stakeholders. We recognise that children will feel more secure when they receive consistent messages from both home and school.

Braywood is interested to hear the views of all members of the immediate and broader school community, including the expression of any serious concerns. It is important to the regular delivery of excellent service that those who find the school's performance unsatisfactory should inform the school. In this way performance can be improved and quality assured. At the same time we will inform parents as soon as possible about any issues of concern to the school so that there can be mutual co-operation in resolving them.

Procedures

The ethos and procedures of the school's Complaints Procedure are designed to facilitate a prompt and effective response to complaints. The Complaints Procedure complements the established procedures of the Authority. The School's Complaints Policy is enshrined in these complementary procedures.

At Braywood we seek to provide a variety of ways in which concern about its performance can be registered so that we can secure a prompt remedy and avoid an escalation of the problem. We believe though that when an issue of serious substance arises it may be necessary to follow more formal procedures.

The school is committed to the principle of equal opportunity in the management of complaints. It believes that no complainant should be disadvantaged by the nature of the procedures in operation at the School.

The school's Complaints Procedure has mechanisms for recording formal complaints where the Governors are informed. Once this process is under way the school will adhere to the guidelines set down by the RBWM.

If parents feel that they wish to refer a complaint to the Headteacher they should, wherever possible, make an appointment in advance to discuss their concerns so that sufficient time and attention can be made available. Serious complaints should be put in writing and the Headteacher will respond to the issue immediately.

Concerns relating to the Headteacher can be immediately directed to the Governing Body. Any unresolved formal complaint will be presented to our Governing Body where the "Appeals Committee" will review the complaint alongside RBWM guidelines.

We keep a record of all complaints so we are informed about:

- The nature of the complaints
- The point at which the complaint was resolved
- The measures adopted to resolve the complaints

The Headteacher and the Senior Management Team will review complaints on a regular basis to enable consideration to be given to any underlying issues which need to be addressed by the School and the Governors.

Preventative measures

At Braywood School we work closely with parents in order to keep them informed of all aspects of school life. We have an *open door* policy where parents are welcomed into our school. Alongside these we have:

- The Home/School Agreement
- Consultation Evenings, Curriculum Evenings, Class Meetings
- Written reports, Presentations, Family Assemblies
- School Newsletter

We have guidance on permanent display in the school's reception area to support the parents should they wish to make a complaint and our policy is in the Induction pack for any new member of staff joining our school.

At Braywood School we are committed to responding to all concerns as quickly and as sensitively as possible in order to resolve the issue promptly and before it develops into a serious complaint.

This policy has been presented to the Governing Body and is reviewed annually by the Headteacher. The full Governing body and staff will formally review this policy every three years.