



## **Policy on Complaints from Parents**

Reviewed November 2002

### **Policy**

1. The Governing Body has adopted the Code of Practice for Governors Receiving a complaint from a parent.
2. The Code refers to written procedures in the following areas:
  - Curriculum and religious worship
  - Exclusion of pupils
  - Racism or racist incidents
  - Misconduct or incapability of staff.
3. The Code recommends referral to the LEA in the following areas
  - Admissions
  - Special educational needs
  - Educational support service-psychological, welfare, sensory support.
4. The Code contains recommended procedure for complaints in all other areas (see summary below).
5. When a complaint is made within the school, the headteacher will attempt to address and solve the problem informally. This stage is contained in all the written procedures but is to be extended to the referral areas in 3 above.
6. The Advice to a Parent of a Pupil in a Norfolk School Who Wishes to Make a Complaint will be issued to parents of all current pupils, and will be included in the School Prospectus for the parents of all future pupils.
7. The Headteacher will ensure that any parents making a complaint has a copy of the Advice, and will explain the relevant procedures referred to therein.
8. The Headteacher will keep records of all complaints, including those resolved informally.

**Summary of procedure in other areas**

1. Parent meets headteacher
2. Parent meets chair of governors: chair negotiates with head and parents
3. Parent makes complaint to Governing Body subcommittee (ref Annex A)
4. Subcommittee gives decision within seven days.
5. There is no provision for appeals within this procedure.
6. For any complaint which may lead into disciplinary procedures against a member of staff, personnel advice from the LEA will be sought at the earliest stage necessary.

**Supporting documentation**

- NCC Code of Practice for Governors Receiving a complaint from a Parent, September 1993
- Annex A to Code: Advice on Procedure to be Adopted by a Governors' Subcommittee Hearing a Complaint
- Advice to a Parent of a Pupil in a Norfolk School Who Wishes to Make a Complaint, September 1993
- NCC Complaints Procedure on Curriculum and Religious Worship, February 1989
- NCC Complaints Procedure on Exclusion of Pupils, October 1990
- NCC Principles and Guidelines for Headteachers and Governors when Dealing with Racism or a Racist Incident, September 1993
- NCC LMS Personnel Handbook, Section 6 (Staff Discipline and Capability)

Date agreed by Governors 11.02

Date agreed by Staff 11.02

Signed ..... Headteacher

Date of next review 01.2007