



THE MINSTER NURSERY AND INFANT SCHOOL

SCHOOL OF INSPIRATION

DETERMINATION HONOUR BELIEVE

PREPARING FOR A BRIGHT FUTURE WITH INNOVATIVE AND EXCITING LEARNING

Complaints Policy

Reviewed December 2019

Signed.....Chair of Governing Body

To be reviewed July 2021 or before if necessary.



WE ARE A VOLUNTARY AIDED (VA) SCHOOL WITHIN THE DIOCESE OF SOUTHWARK

HEAD TEACHER: MRS STEPHANIE EDMONDS *B Ed HONS*



Appendix 3 - SAMPLE IMPACT ASSESSMENT TEMPLATES

These templates are for reviews of specific policies across the work of the school; this is distinct from the annual equality assessment exercise (see Appendix 1)

A: Impact Assessment summary for policy coversheets

Impact Assessment: Equality, Safeguarding, Health and Safety, Sustainability	
Overview: to be completed with a full impact assessment if required.	
Title of Activity/Policy:	New <input type="checkbox"/> or Revision <input type="checkbox"/>
Author and Date:	Expected Implementation Date: Review Date:
Equality and Diversity: Which of the characteristics may be impacted upon? If there is an impact, how has this been considered and mitigated against? What are the risks of proceeding? What are the benefits?	
Safeguarding: Are there any aspects of this proposal which could cause a student/member of staff/visitor to feel unsafe? If yes, how has this been considered and mitigated against? What are the risks of proceeding? What are the benefits?	Yes <input type="checkbox"/> or No <input type="checkbox"/>
Health and Safety Have any risks been identified? If yes, how has this been considered and mitigated against? What are the risks of proceeding? What are the benefits?	Yes <input type="checkbox"/> or No <input type="checkbox"/>
Sustainability: Are there expected benefits or impacts on sustainability issues? If yes, how have these been considered and mitigated against?	Yes <input type="checkbox"/> or No <input type="checkbox"/>
Evidence: What evidence do you have for your conclusions? What consultation has taken place? How will you monitor the issues raised?	
Risk: Should this activity/policy result in an entry on the risk register (high/medium) or does it represent a low risk?	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>



The Minster Nursery and Infant School aim to develop and enjoy good working relationships with parents and carers, based on mutual respect and a willingness to listen to the views of others and to respond constructively. The school values building on the partnership between home, school and the community. However, from time to time parents may express concerns - for example, about something that has happened, or failed to happen, or the way something was dealt with. Occasionally a parental concern may become more serious and develop into a complaint as a clear expression of dissatisfaction.

This Complaints Policy sets out the schools' procedure for addressing such concerns and complaints. However, it does not apply to for example issues concerning pupil admissions and exclusions. These are the subject of separate procedures, details of which are available from the school office.

Other concerns and complaints are dealt with by the Schools according to the procedure set out below.

The Complaints Policy reaffirms the partnership between the Head Teachers, staff, Governors and parents as they work together for the good of the pupils in the Schools. It is expected that day to day problems and concerns will be resolved, after discussion, as they arise. It is only where a complainant remains dissatisfied with the outcome of such discussions that further steps may need to be taken.

The school will carefully consider all complaints and aim to resolve them through open dialogue and mutual understanding. The Complaints Policy acknowledges the Schools' willingness to listen to criticism and challenge and to respond positively in order to bring about improvement as appropriate.

Our practice will actively reflect, and be in accordance with, the Race Relations Act 1976, as amended by the Race Relations Act 2000. Promoting race equality is central to the ethos at The Minster Nursery and Infant School.

Complaints Procedure

Preliminary Stage

Most concerns and complaints are best dealt with informally at this first stage. If a parent has any concerns, they should discuss them with their child's class teacher and/or Deputy Head Teacher at the earliest opportunity, to clarify the fact and resolve through discussion.

Stage 2 Formal

If a parent feels that a concern has not been adequately addressed through discussion with the Class Teacher and/or Deputy Head Teacher, the parent will be asked to put their complaint in writing to the Head Teacher. The complaint will be formally acknowledged within 3 school days. An investigation will be conducted and the outcome communicated in writing within 20 school



days. If longer time is required, this will be explained. The Head Teacher may delegate the task of collating the information regarding the investigation to another staff member but not the decision on the action to be taken.

The written response will include a full explanation of the decision and the reasons for it. Where appropriate this will include what action the school will take to resolve it. The Head Teacher will ensure parents are clear about the action to be taken and what to do if they remain dissatisfied.

Stage 3 Formal

If the matter still cannot be resolved the Head Teacher will invite the parent to write to the Chair of Governors. The parent should state the nature of the complaint and the steps they have taken so far to resolve it. The Chair of Governors will try to acknowledge the written complaint within two days of receipt. The Chair of Governors will instigate an investigation, reviewing the way in which the complaint has been handled by the School and ensure that the issues have been dealt with properly and fairly. He/she will normally write to the parent with the Governors' response within 10 school days of receiving the complaint.

Stage 4 Formal

If the parent is not satisfied with the result they may refer their complaint to the fourth stage of the formal procedure. A panel of three Governors from the Governing Body's Complaints Committee will meet to consider the complaint and make a decision about it on behalf of the Governing Body. The panel will consist of Governors who have no detailed prior knowledge of the complaint, or any connection with the complainant. The meeting will normally take place within 20 school days of the parent's request.

The parent will have the opportunity to submit written evidence before the panel meets and also to attend part of the panel's meeting, accompanied by a friend/partner if wished, to put their case. The Head Teacher and/or relevant members of staff will be given the same opportunities. The panel will write to the parent with its decision within five working days of the meeting.

The decision and recommendations of the Complaints Committee will be sent as soon as possible to all parties. The committee's decision is final.

Monitoring and review

The Chair of Governors will monitor the complaints procedure in order to ensure that all complaints are handled properly. The Governors record all formal complaints and how they are resolved. These are recorded in Governors minutes.

The Complaints Co-ordinator is:

The Minster Nursery and Infant School: Mrs Stephanie Edmonds