



— Kindness • Responsibility • Challenge —

Grouville School

— Always be the best you can be —

Grouville School Complaints Policy 2023

UNRC Article 3: Everyone who works with children should do what is best for each child

At Grouville School we have a strong commitment towards working in positive partnership with the whole school community. A school is a busy place where there are many interactions between pupils, parents, carers and staff as part of the everyday life of the school. We have an ethos of respecting the rights of all members of the school community and as part of our curriculum teaching, we work to instill this in our children. From time to time something may go wrong, or you may think we can do something better. Where any concerns are raised, we aim to resolve these as quickly and as efficiently as possible. Usually concerns that are raised can be resolved very quickly through the school's day to day communication between parents and school staff. Where a parent may feel that an issue has not been dealt with appropriately it is important, for all involved, that there is a clear and transparent process for a complaint to be looked into and followed up.

We aim to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding, and in all cases, we put the interest of the child above all other issues. We aim to provide sufficient opportunity for any complaint to be fully discussed and then resolved.

The Complaints Process

Stage 1:

If a parent/carer is concerned about anything to do with the education or learning experiences that we are providing at our school they should in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress. They always want to know if there is a problem so that they can take action before the problem seriously affects the child's progress or happiness.

Stage 2:

Where a parent/carer feels that a situation has not been resolved through contact with the class teacher, or if their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Phase Leader who will take action as appropriate. Most concerns/ complaints are normally resolved at this stage. If appropriate the Phase Leader may escalate the concern to the Deputy Headteacher or Headteacher



As a Rights Respecting School our philosophy is underpinned by the values and principles of the United Nation's Convention on the Rights of the Child (UNCRC).



Stage 3:

If a parent wishes to make a formal complaint, this complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Headteacher.

We will aim to consider all written complaints promptly following receipt. We will arrange a meeting to discuss the complaint, and invite the person making it, to attend the meeting, so that they can explain their complaint in more detail. The school will give the complainant as much notice as possible. Should the complaint involve a member of staff, a subsequent meeting will then be set up to discuss the issue with the complainant and the member of staff in an attempt to resolve any issues and plan a way to move forward.

Stage 4:

Where a parent/carer feels that a situation has not been resolved we will recommend that the parent/carer should make a formal complaint to the Education Department. The complaint must be made in writing, stating the nature of the complaint and how the school has dealt with it so far. The Education Department will respond to the complaint.

Code of Conduct

There is an expectation that all staff dealing with a person making a complaint will act in a courteous and respectful manner. The school also expects that the person making the complaint will also conduct themselves in a courteous and respectful manner. Aggressive behaviour towards a member of staff will not be tolerated under any circumstance. See Code of Conduct for parents and visitors.

Timing

It is in the interests of all parties that any concerns or complaints are raised as soon as practicable after they occur.

Monitoring and Review

The Senior Leadership Team monitors the complaints procedure, in order to ensure that all issues are handled properly.

Updated by Nichola Turner - June 2023

To be reviewed - June 2025