



St Mary Magdalene C of E School
with
Christ Church C of E Primary School

COMPLAINTS POLICY

This policy was:	Written in	
	Updated in	July 2019
	Review date	July 2020

AIMS

As a Federation of Church of England Schools, Christian values are at the heart of all we do. We value our relationship with parents and all members of the school and local community. If you have a concern we want to know about it so that it can be dealt with immediately. Most concerns can be dealt with easily and quickly but to ensure all concerns are handled effectively the Governing Body has adopted a complaints policy and procedure.

Our Schools' Complaints Procedure is devised with the intention that it will :

- usually be possible to resolve problems by informal means;
- be simple to use and understand;
- treat complaints confidentially;
- allow problems to be handled swiftly;
- inform future practice so that the problem is unlikely to recur;
- reaffirm the partnership between parents, staff and governors as they work together for the good of the pupils in the school;
- ensure that the school's attitude to a pupil would never be affected by a parental complaint;
- discourage anonymous complaints;
- actively encourage strong home-school links;
- ensure that all staff have opportunities to discuss and understand the school's response to concerns and complaints made by parents;
- ensure that any person complained against has equal rights with the person making the complaint;
- be regularly reviewed

What is a complaint?

It can be a concern or problem or feeling of dissatisfaction that you have about an aspect of our work.

WHAT MIGHT A COMPLAINT BE ABOUT?

- your child's academic/social progress
- bullying by other pupils
- your child's relationship with teachers or other staff
- unfair treatment of your child as you or your child perceive it
- issues on the Health and Safety of your child
- absence (authorised/unauthorised)
- missing property
- detentions and other consequences
- any situation which causes you or your child concern

HABITUAL OR VEXATIOUS COMPLAINTS

In certain rare circumstances it may be necessary for the Federation to invoke its policy on habitual and vexatious complaints which is attached to this policy.

What do I do if I have a complaint about the school?

Firstly, speak to a member of staff, preferably the member of staff most knowledgeable about the facts of the matter. They will discuss your complaint with you and seek to resolve the matter. This could be the class teacher, family tutor, Head of Year or another relevant staff member. Your child will not be penalised or treated less favourably as a result of you making a complaint.

There are certain specific complaints that are handled differently:

- If your child is refused admission to the school you have a statutory right to appeal to an independent appeals panel. The school will be able to give you details.
- If your child has been excluded for between 5 and 15 school days, you have a right to make representation to the governing body. If your child has been permanently excluded you have the right to an independent appeal.
- If your child has Special Educational Needs and Disabilities (SEND) and you have a complaint about her/his SEND provision, the Federation will be able to give you details of the Local Authority's dispute resolution arrangements, the Parent Partnership service, and the SEND Tribunal for disputes about an EHCP.
- If your complaint is regarding a school re-organisation proposal then you will need to respond to the body that has led the consultation process
- If your complaint is likely to require a Child protection investigation that it will be dealt by School Senior Safeguarding Leads as well as the LADO if required.
- If your complaint is of a Whistle Blowing nature – please see the Whistle Blowing Policy.
- If your complaints is against a 3rd party hirer, then you will need to follow their complaints procedure.
- A complaint made by a staff member will be dealt with using the appropriate staff policy. Please speak to the HR manager.

EXPRESSING A CONCERN: NOTES FOR PARENTS

If you have a concern, we would like you to tell us about it so that we can speak with you and see how best to resolve your concern. The majority of concerns can be resolved informally by speaking to a member of staff. We welcome suggestions for improving our work in the Federation. Whatever your concern, please know that we shall treat it as strictly confidential.

Be assured that no matter what you wish to share with us, our support and respect for you and your child in the school will not be affected in any way; please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.

After hearing your concern we will act as quickly as we can; we will let you know the timescale within which you may expect a response. Please allow time for any action we may take to be effective. Our procedure is in four stages outlined below (Refer to annex D for flowchart):

What to do first (informal)

Please contact your child's class teacher/Assistant Head teacher at primary or at secondary your child's family tutor/subject teacher or Head of Year. It may be possible for you to see the member of staff straight away but normally it is better to make an appointment so that you can sit and talk things through. It may be possible for the staff member to give a response immediately, but where any investigation or information is required, a response will be given within five school days.

What to do next (Stage 1 – formal)

Please write to the school making it clear you wish to make a formal complaint and complete our Stage 1 Complaints Form attached to this policy. A senior member of staff will be in contact with you within two school days of receiving the complaint. The senior staff member will speak to you initially and then a formal response will be given within five further school days, after any investigation or information required is gathered.

What to do next (Stage 2- Formal)

If you are still unhappy, ask for an appointment with the relevant Campus Leader within 10 school days of receiving a response under Stage 1.

Christ Church Ms Reid (Deputy Headteacher)

St Mary Magdalene Peninsula Primary Mrs Ajayi (Deputy Headteacher)

St Mary Magdalene Peninsula Secondary Mr Hussain (Principal)

St Mary Magdalene Woolwich Mrs King (Head of School)

In exceptional circumstances (to be decided by the Executive Co-Headteachers) your complaint may be handled by one of the Executive Co-Headteachers.

You should give a brief outline of your concern on the Stage 2 Complaints Form stating why you were not happy with the outcome of stage 1. It is also essential that you outline what actions you are seeking to resolve the complaint. After your discussion with the one of Campus Leaders you may have to wait a short time while investigations are carried out depending on the nature of the complaint. Every effort will be made to resolve the situation as quickly as possible and the Campus Leader will send you a written response within 10 school days of your meeting. If it is not possible to respond within this timescale, the senior staff member dealing with your complaint will tell you when you can expect a response.

If you are still unhappy (Stage 3 - Formal)

The large majority of concerns will normally be resolved by this stage. However, if you still have concerns and they have not been resolved you may ask for your complaint to be considered by the complaints panel of the Governing Body by writing to the Clerk to the Governors* c/o The Koinonia Federation. This must be done within 10 school days of receipt of response to your stage 2 complaint. Acknowledgement of receipt of your complaint will be given within 5 school days. The complaints panel will be formed of three governors who have had no prior involvement in the complaint. They will listen to you, to the Executive Co-Headteacher/s and/ or Campus Leader and, if appropriate, any others involved and come to a decision. You may bring a companion to the hearing if you wish. A hearing will be set up within 20 school days of receipt of the complaint and you will receive 10 days' notice.

Stage	Description	Timescale for making a complaint	Timescale for acknowledgement of receipt of complaint	Time- limit for school's response
Informal Stage	Informal discussions with relevant members of staff.	Inform the school as soon as possible so that the matter can be resolved quickly.		As soon as possible but no later than 5 school days of complaint being made
Formal Stage 1	Written complaint and Complaints Form completed. A senior leader will handle the complaint.	As soon as possible after deciding informal stage was not sufficient (no later than 5 school days)	Acknowledgement of receipt within 2 school days	As soon as possible but no later than 7 school days of receipt complaint

<p>Formal Stage 2: Campus Leaders: St Mary Magdalene Woolwich: Mrs King (Head of School) Peninsula Primary: Mrs Ajayi (Deputy Headteacher) Peninsula Secondary: Mr Hussain (Principal) Christ Church: Ms Reid (Deputy Headteacher) Executive Co-Headteachers: Mrs Harrison & Mrs Wainwright</p>	<p>Written complaint and Stage 2 Complaints Form completed to Campus Leader and/or Executive Co-Headteachers in exceptional circumstances (to be decided by the Executive Co-Headteachers)</p>	<p>Within 10 school days of receipt of response to stage 1</p>	<p>Acknowledgement of receipt of Stage 2 Complaints Form within 3 school days</p>	<p>Response normally within 10 school days of receipt of Stage 2 Complaints Form</p>
<p>Formal Stage 3</p> <p>Co-Chairs of Governors: Mr Gregory & Mrs Eastaugh</p>	<p>Governors' complaints' Panel Hearing</p>	<p>Within 10 school days of receipt of response to stage 2</p>	<p>Acknowledgement of receipt within 5 school days of receipt of response for Stage 2.</p>	<p>Hearing set up within 20 school days with 10 days' notice of meeting. Agenda and papers sent out 7 days in advance. Decision letter within 3 school days.</p>


In all cases, if any stage in the procedure is likely to take longer than publicised, parents/carers will be informed of new timescales and the reasons for delay.

Where should you direct your complaint?

Christ Church Campus


If you have a query or informal concern you can telephone the school and ask to speak to:

Class Teacher or
Home School Link Worker



If you feel that your concern has not been fully resolved, then you can make a formal complaint (Stage 1) and your complaint will be handled by either a:

Senior Leader e.g. Assistant Headteacher




If you still feel that your concern has not been fully resolved, then please refer to the table so that you can make a formal complaint under stage 2 of our policy which will be dealt with by the Deputy Headteacher and/or the Executive Co-Headteachers in exceptional circumstances

St Mary Magdalene Peninsula Primary Campus


If you have a query or informal concern you can telephone the school and ask to speak to:

Class Teacher or
Home School Link Worker



If you feel that your concern has not been fully resolved, then you can make a formal complaint (Stage 1) and your complaint will be handled by a:

Senior Leader e.g. Assistant Headteacher




If you still feel that your concern has not been fully resolved, then please refer to the table so that you can make a formal complaint under stage 2 of our policy which will be dealt with by the Deputy Headteacher and/or the Executive Co-Headteachers in exceptional circumstances

St Mary Magdalene Woolwich Primary Campus


If you have a query or informal concern you can telephone the school and ask to speak to:

Class Teacher or
Home School Link Worker



If you feel that your concern has not been fully resolved, then you can make a formal complaint (Stage 1) and your complaint will be handled by a:

Senior Leader e.g. Assistant Headteacher




If you still feel that your concern has not been fully resolved, then please refer to the table so that you can make a formal complaint under stage 2 of our policy which will be dealt with by the Head of School and/or the Executive Co-Headteachers in exceptional circumstances

St Mary Magdalene Peninsula Secondary Campus

If you have a query or informal concern you can telephone the school and ask to speak to:

Family Group Tutor or subject teacher or
Head of Year



If you feel that your concern has not been fully resolved, then you can make a formal complaint (Stage 1) and your complaint will be handled by a:

Senior Leader e.g. Assistant or Vice Principal



If you still feel that your concern has not been fully resolved, then please refer to the table so that you can make a formal complaint under stage 2 of our policy which will be dealt with by the Principal and/or the Executive Co-Headteachers in exceptional circumstances



**ST. MARY MAGDALENE
AND
CHRIST CHURCH C OF E SCHOOLS**

COMPLAINTS FORM STAGE 1

When we receive a written complaint, we aim to acknowledge its receipt within 2 school days and send a full or interim response within 7 school days.

Name of complainant:

Name of pupil (if relevant):

Relationship to pupil (if relevant):

Address:

Postcode:

Telephone (day):

Telephone (evening):

What is your concern and how has it affected you?

Are you attaching any paperwork? If so, please list below:

Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?

What actions do you feel might resolve your concerns at this stage?

Signature:

Date:

Please return this form to either the Campus Leader and/or Executive Co-Headteachers via the admin office at the campus your child attends.

Please refer to school policy for timescales.

Please request a receipt- if you have not heard back from the school office within 48 hours please check that your complaint has been received.

Official use only: Date acknowledgement sent: _____ By Whom: _____

Complaint referred to: _____ on _____



**ST. MARY MAGDALENE
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COMPLAINTS FORM STAGE 2

When we receive a written complaint, we aim to acknowledge its receipt within 3 school days and send a full or interim response within 10 school days.

Name of complainant:

Name of pupil (if relevant):

Relationship to pupil (if relevant):

Address:

Postcode:

Telephone (day):

Telephone (evening):

Please state why you are unhappy with the outcome of stage 1 ?

Are you attaching any paperwork? If so, please list below:

What actions do you feel might resolve your concerns at this stage?

Signature:

Date:

Please return this form to either the Campus Leader and/or Executive Co-Headteachers via the admin office at the campus your child attends.

Please refer to school policy for timescales.

Please request a receipt- if you have not heard back from the school office within 48 hours please check that your complaint has been received.

Official use only: Date acknowledgement sent: _____ By Whom: _____

Complaint referred to: _____ on _____