



Building foundations for life

COMPLAINTS POLICY

DATE PALM STATEMENT of INTENT

At Date Palm our vision is for the School to ensure our pupils grow like a Date Palm tree – with **strong foundations, lofty branches and produce fresh fruit:**

- ✓ To build **Strong Foundations for Character Development** that:
Instil values; inspire each pupil; display best manners.
- ✓ To have **Lofty Branches of Educational Excellence** that will:
Provide a broad and varied range of experiences and learning opportunities; help each pupil progress and develop in all aspects; support their skills and talents.
- ✓ To produce **Fresh Fruit that provides services to their Communities** in order to:
Become responsible and confident citizens; make a positive difference; commit to charitable endeavours; become effective contributors towards Britain's future.

Reviewed by	Position	Signature
Sharifa Khatun	Head Teacher	<i>S Khatun</i>
Kiran Rahman	Chair of Governors	<i>K Rahman</i>

Reviewed: September 2023

Next review date: September 2024



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Complaints Policy

Introduction

We believe that Date Palm Primary School provides a good education for all our children. All staff work hard to build positive relationships with parents/guardians. However, every school is obliged to have procedures in place in case there is a complaint by parents/guardians. The following policy sets out the procedure that the school will follow in such cases.

If any parent/guardian is unhappy with the education their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's teacher immediately.

The school's policy is in line with DCSF's requirements. If the school cannot resolve any complaint itself the issue is referred to the complaints panel, with an independent person involved.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

Aims and objectives

Our school aims to be fair, open and honest when dealing with any 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 interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

If a parent/guardian is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, informally 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 are 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.

Where a parent/guardian feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a serious nature, they should make an appointment to discuss it with management. Senior management considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved by this stage. This should be resolved where possible within 10 school days.

Should a parent have a complaint about the senior teacher, s/he should first make an informal approach to the Head teacher, who is obliged to investigate it. The Head teacher will do all s/he can to resolve the issue through a dialogue with the teacher in question, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Head teacher. 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 Chair of governors – Kiran Rahman.

The Governors must consider all written complaints within three weeks of receipt (21 days). They will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the Governors consider their decision and inform the parent about it in writing. The Governors do all they can at this stage to resolve the complaint.

If the complaint is not resolved, a parent may make representation to the complaints panel. A further meeting is chaired by an independent person (independent of the management and running of the school), who considers all the evidence and makes a further judgment in an attempt to resolve the complaint. The two other members of the panel should not have been involved in the complaint prior to it reaching this stage.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

The complainant may be accompanied by a friend or representative to any discussions / meetings.



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The panel should detail their findings and any recommendation in writing. A copy of this should be given to the Directors and where relevant the complainant.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Monitoring and review

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all complaints received by the school and records how they were resolved. This log is examined on an annual basis and a summary of all formal complaints must also be produced.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

Directors will review this policy **annually**.

Number of complaints 2016 – 2017 = 1

Number of complaints 2017 – 2018 = 1

Number of complaints 2018 – 2019 = 1

Number of complaints 2019 – 2020 = 0

Number of complaints 2020 – 2021 = 0

Number of Complaints 2021 – 2022 = 2

Number of Complaints 2022 – 2023 = 5