

Scoill yn Jubilee

Complaints Policy

We endeavour to provide a good education for all our children. The staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.

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. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

GUIDANCE NOTES FOR PARENTS

If you have a concern or complaint

We would like you to tell us about it. We welcome any suggestions for improving our school. Be assured that no matter what you want to tell us, our support and respect for you and your child in the school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to examine properly an incident or problem which has happened some time ago.

What to do first

Stage 1

Most concerns can be sorted out quickly by speaking with your child's class teacher or member of staff involved.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

What to do next

Stage 2

If you are dissatisfied with the teacher's response, you can make a complaint to the Executive Headteacher. This should be made in writing.

The Executive Headteacher will conduct an investigation of the complaint and may interview any members of staff or pupils involved. The Executive Headteacher will ask to meet you for a discussion of the problem. You may take a friend or someone else with you if you wish.

You will receive a written response to your complaint and a summary of recommendations or actions to help with a resolution.

Where the situation is recognised as complex, and it is deemed to be unable to be resolved within this timescale, the Executive headteacher will contact the complainant to inform them of the revised target date via a written notification.

If your complaint is about an action of the Executive Headteacher personally, then you should refer it to the Department of Education, Sport and Culture (DESC).

You may also find it helpful at this stage to have a copy of the full statement of the General Complaints Procedure, as this explains in detail what procedures are followed. This is available on the school website or the Department of Education, Sport and Culture.

If you are still unhappy

The problem will normally be resolved by this stage. However, if you are still not satisfied, you may wish to contact the Department of Education Sport and Culture. The Department's Complaints Policy explains how procedures operate.

Further action

Complaints about school problems are almost always settled within schools, but in exceptional cases it may be possible to refer the problem to an independent investigator from outside the Department, who will report to the Chief Executive Officer.

Monitoring and review

The Executive Headteacher monitors the complaints procedure in order to ensure that all complaints are handled properly. The Executive Headteacher logs all complaints received by the school, and keeps records of investigations undertaken. The retention period for these is 12 months. Confidential destruction will take place at the end of the retention period.

This policy will be reviewed every two years, or before if necessary.

Date: March 2024