



# Purbrook Park School

*Enjoy Enrich Excel*

## Complaints Policy

Reviewed by: Governing Body  
Headteacher: Paul Foxley

Last Updated: January 2020  
Next Review: September 2020



## Introduction

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1. At Purbrook Park, we believe that children must be safe in school, and then they must be happy at school, so that they can enjoy their learning and do as well as they can.
2. We believe that all parents and stakeholders have the right to voice any complaints that they may have to the school. All complaints will be taken seriously.
3. The majority of complaints can be resolved informally either by telephone, email or in person. However, if you feel that we have not taken significant action, or that we may have made the wrong decision, then you have the right to make a formal complaint.
4. Complaints should be brought to our attention as soon as possible, and in all but exceptional circumstances within one month of the incident in question.

## Confidentiality

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1. We will treat all complaints with courtesy and discretion.
2. All complaints will be investigated in accordance with the General Data Protection Regulation.
3. Anonymous complaints will be forwarded to the headteacher who will decide whether or not to investigate the complaint.

## Parents' guide to complaints

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1. If you have a complaint or concern, we would like you to tell us about it as soon as possible. It is difficult for us to investigate properly an incident or problem that has happened some time ago.
2. We welcome suggestions for improving our work in the school.
3. Be assured that no matter what you want to tell us, our support and respect for you and your child will not be affected in any way.
4. Most complaints can be sorted out quickly by speaking with your child's tutor or subject teacher.
5. It is usually best to discuss the problem face to face. You will need an appointment to do this, and can make one by ringing or calling in to the school reception.
6. You can bring a friend or relative to the appointment with you if you would like to.
7. All staff will make every effort to resolve your problem informally and help prevent a similar problem from arising again.
8. If you are dissatisfied with the teacher's response, you can make a complaint to the headteacher. This should be made in writing or by email.
9. If your complaint is about the head teacher, then you should refer it to the chair of governors. You can contact the chair of governors by telephoning the school.

## How and who to contact at school



The telephone number for our School Reception is: **(02392) 370351**

**Monday - Thursday**      **8.00am – 4.00pm**  
**Friday**                      **8.00am – 3.00pm**

-  An answer phone service operates outside these hours, and during periods of school closure.
-  Parents are advised that all calls may be recorded for training & monitoring purposes.

If you have a complaint about a specific subject, then your first point of contact is the subject teacher. If you do not regard it as appropriate for the subject teacher to deal with your complaint, then you can contact the lead teacher for that subject:

<b>Subjects</b>	<b>Lead Teacher</b>
Art, Design & Technology	Miss Cumbo
Computing	Mrs Hinks
English	Mrs Stott
Geography, History & Ethics	Mr Bruce
Maths	Mr Gunn
Modern Languages	Ms Robbins
PE	Mr Hotchkiss
Performing Arts	Mrs Taylor
Science	Miss Browning

If you have a complaint about your child's pastoral care, then your first point of contact is your daughter or son's tutor, who will either be able to deal with your concern directly or forward the matter on to the appropriate house leader or raising standards leader:

<b>House</b>	<b>House Leader</b>	<b>Raising Standards Leader</b>
Darwin	Miss Pinder	Mrs Pomfret
Einstein	Mrs Cunningham	Mrs Smith
Galileo	Mr Steane	Mr Wilson
Newton	Mrs Mist	Mr Atiyah

If you do not regard it as appropriate for the lead teacher, house leader, or raising standards leader to deal with your complaint, then you can contact a member of the school's senior leadership team:

Headteacher	Mr Foxley
Deputy Headteacher	Mrs Bolton
Director of Learning & Teaching	Mrs Hutton
Director of Achievement – Key Stage 3	Mrs Bungay
Director of Achievement – Key Stage 4	Mr Dawe
Director of Inclusion & SEN	Mrs Gissing

## STAGE 1 - PROCEDURES & STAGES FOR DEALING WITH COMPLAINTS



### Stage 1

1. Complainants should contact the appropriate member of staff in the first instance to see if the complaint can be resolved informally.
2. If the member of staff cannot immediately deal with the matter, they will refer the matter to a more senior member of staff and inform the complainant.
3. The staff member dealing with the complaint will ensure that the complainant is informed of each stage and communicates this in writing or by email for clarification.
4. Where no satisfactory solution has been found within ten school days, the complainant will be informed that they may proceed to Stage 2 of this process.
5. If the complaint relates to the headteacher, the complainant should contact the chair of governors via the clerk to governors through the school. The chair will acknowledge receipt within five school days of receiving the complaint.

## STAGE 2 - REFERRAL TO THE HEADTEACHER FOR INVESTIGATION



### Stage 2



If a complainant contacts the headteacher before the process outlined in stage 1 has been exhausted, then, depending on the nature of the complaint, the headteacher will refer the complaint to the appropriate member of staff, as outlined in stage 1.

1. The headteacher acknowledges the complaint by email or in writing within five school days of receiving the complaint.
2. If necessary, the headteacher (or designate) may interview witnesses and take statements from those involved.
3. The headteacher will keep records, written evidence, telephone conversations, and other documentation.
4. The headteacher may provide an opportunity for the complainant to meet with him and/or specified staff to supplement any information provided previously.
5. Once all the relevant facts have been established, the headteacher (or designate) will respond to the complainant, either in writing or in person. This will normally occur within ten school days of the original complaint.
6. If the complaint has not been resolved, the complainant will be informed that they may proceed to Stage 3.
7. If a complaint relates to the headteacher, the chair of governors (or designate) will carry out the procedures in Stage 2.

## STAGE 3 - PROCEDURE FOR REVIEW BY THE GOVERNING BODY



### Stage 3

- i** If a complainant contacts the chair of governors before the process outlined in stage 1 or stage 2 have been exhausted, the chair of governors will refer the complaint to the headteacher who will deal with the complaint accordingly.
1. The complainant should write to the chair of governors requesting to proceed to Stage 3. The chair of governors will check with the headteacher to confirm that Stage 1 & Stage 2 have been exhausted before proceeding to Stage 3.
  2. The chair of governors will write to the complainant to acknowledge receipt of the complaint within five school days. The acknowledgement will inform the complainant that the complaint will be heard by a member of the school's governing body within fifteen school days of receiving the complaint.
  3. The chair of governors will arrange for a school governor to review the complaint.
  4. The school governor who reviews the complaint must have had no prior involvement with the incident/complaint.
  5. The school governor will make contact with, and may wish to meet with the complainant and/or the headteacher to discuss the complaint.
  6. The school governor will then consider a decision, and write to both parties.
  7. The school will ensure that a copy of all correspondence and notes are kept on file. These records will be kept separately from the pupil's personal records.

## UNREASONABLE COMPLAINTS



Purbrook Park School is committed to dealing with all complaints fairly and impartially, and we will not normally limit the contact complainants have with our school. However, we will always take action to protect staff from unreasonable behaviour.

Examples of unreasonable behaviour might include:

1. Insisting that a complaint is investigated in a particular way, which is incompatible with our school complaints procedure.
2. Repeating the same complaint, despite previous investigations that have concluded that the complaint has been addressed.
3. Refusing to accept the findings of an investigation, where our complaints procedure has been fully implemented and completed.
4. Making excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the same complaint.
5. Using threats to intimidate, or using abusive, offensive or discriminatory language.
6. Publishing unacceptable information on social media or other public forums.
7. Knowingly providing false information.

Whenever possible, the headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the unreasonable behaviour continues, the headteacher or Chair of Governors will write to the complainant to explain that their behaviour is unreasonable and to ask them to change it. If a complainant continues to cause a significant level of disruption, we may specify methods of communication, and limit the number of contacts with school in a communication plan, reviewed after a fixed period.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. In extreme circumstances, this may include barring an individual from our school.



## PURBROOK PARK SCHOOL COMPLAINT FORM



When we receive a complaint, we will acknowledge receipt by telephone, letter or email within five school days. Please complete and return to the headteacher.

Name of Parent/Complainant:	
Pupil's name:	
Your relationship to the pupil:	
Daytime telephone/mobile number:	
Evening telephone number:	
E-mail address:	
Please give details of your complaint: <i>(continue on an extra sheet if necessary)</i>	
Have you discussed this matter with a member of staff before completing this form? If so, who did you speak to and what was the response? Please state what actions were taken to try to resolve your complaint.	
Please attach any supporting paperwork/documentation. <i>(Please state/list documents attached below)</i>	
What actions do you feel might resolve the complaint at this stage?	
Signature:	Date:

