



THE VALLEY SCHOOL

COMPLAINTS

SEPTEMBER 2016 (CHAIR OF RESOURCES COMMITTEE)

KEY PRINCIPLES

“Learn to Believe – Learn to Achieve”

“Different for Different”

We welcome frequent contact with our parents and carers. This begins before pupils start at the school and the relationship is central to each pupil's journey through the school. A full written report is compiled once a year and is followed immediately by an opportunity to meet every one of the teachers to discuss its content. The Annual Reviews follow soon after and allow us to work together to ensure that we continue to provide the right learning experience for every pupil. We also invite families to join us for a Christmas Concert and a yearly School Production involving the majority of the school, and a vast range of other regular events. We host parenting courses, workshops and visiting speakers. The Friends of The Valley School support many activities during the year and help to raise money. In addition, parents and carers are welcome to contact the school as often as they wish and we try to ensure a swift and effective response at all times.

We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel free to contact us using the details on our website.

Usually, you would contact the form tutor if you have a concern, but you are equally welcome to make an appointment with any other staff member, including the Headteacher.

KEY RESPONSIBILITIES

Our aims

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within **28 school days (5½ weeks)**.

KEY STATUTORY REGULATIONS AND SIGNIFICANT LINKS

- www.gov.uk/government/publications/setting-up-an-academies-complaints-procedure/putting-in-place-a-complaints-procedure)

KEY PRACTICES

INFORMAL STAGE

- If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of staff, such as the Assistant Headteacher, Deputy Headteacher or the Learning Leader.
- We know that it can feel uncomfortable to question or challenge something, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the member of staff you speak to in the first instance is unable to attempt to resolve the matter, you should make an appointment with the Headteacher. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

FORMAL STAGE

Stage 1

Request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome **within 10 school days (2 weeks)**.

If your complaint is about the Headteacher, you should **write to the Chair of Governors**.

Stage 2

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Chair of Governors. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body.

Further recourse

Most complaints are resolved by this process. Should your complaint not be resolved, your further options are as follows:

- You can complain to the Secretary of State at the Department for Education:

The Secretary of State
Department for Education
Sanctuary Buildings

Great Smith Street

London

SW1P 3BT

Website: www.education.gov.uk

Telephone: 0370 000 2288