



**Becton School**  
Together We Can

# **BECTON SCHOOL**

## **Complaints Policy and Procedure**

## **Becton School Complaints Policy**

- The school seeks to be a “listening school” and will do its best to enable parents to feel confident to raise issues and concerns with appropriate staff.
- We will try to resolve parents’ concerns as informally and quickly as possible and always make clear what action, if any, is being taken.
- The Governing Body will consider complaints through the Complaints and Complaints Appeals Committees where it has been impossible to resolve them at school management level.
- Complaints will be considered following a clear set of procedures based on CYPS guidance. These procedures will be made clear to any parent making a complaint.
- Individual complaints will not be discussed by the full Governing Body.
- If a complaint is brought to the attention of an individual Governor, he/she should make sure that the complaint is dealt with under the correct complaints procedure adopted by the school.
- Advice will be sought from the CYPS to help resolve complaints whenever this is appropriate.

### **Monitoring the Policy**

The Head Teacher will monitor formal complaints received by the Head Teacher or Chair of the Governing Body from parents, and report to the appropriate Governing Body Committee on an annual basis on the implementation of policy and procedures (that is formal complaints to the Head Teacher or Chair and verbal complaints which are clearly formal and require investigation).

# **Complaints Procedure**

## **Advice to Parents about making a Complaint**

If you have comments/concerns please tell us. We welcome suggestions for improving our work in the school. We understand a common fear is that our relationship with you and your child will be affected if you express dissatisfaction. Be assured that no matter what you want to tell us, our support and respect for your child in the school will not be affected in anyway. We will try and deal with any complaints as sensitively as possible.

### **1. What to do first**

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. 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. Any teacher or the school Clerk can help you contact the right member of staff. A full list of school staff is on the school web site and in the school prospectus.

### **2. What to do next**

If you are dissatisfied with the teacher's response you can make a complaint to the Mrs Sacha Schofield, the Head teacher. This could be made in writing or by making an appointment to discuss the problem. The head teacher will ask to meet you for a discussion of the problem. You may take a friend or someone else with you if you wish. The head teacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. The head teacher will respond to your complaint in writing within forty eight hours.

If you would prefer to use email to make your complaint the school address is;

[headteacher@becton.sheffield.sch.uk](mailto:headteacher@becton.sheffield.sch.uk)

### **3. If you are still unhappy**

If you are still not satisfied, you may wish to contact the Chair of Governors, Mr David Poulson to ask for referral of your complaint to the Governing Body's Complaints Committee. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be able to give it fresh assessment. You will be invited to attend and speak to the Committee.

### **4. 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 outside body such as the Advice & Conciliation Service which is independent of the school. Finally you can refer your complaint to the Secretary of State for Education and Skills.