

Complaints Policy

EFFECTIVE September 2024

Based on WBC model policy

Falconbrook Primary School Complaints Policy

If you have any concerns or complaints about our school please share these as soon as you are able.

We will always aim to alleviate any concerns, or if necessary moderate practices, to ensure that all members of our school community feel confident in our school and the adults who work here.

Complaints Procedure:

Stage 1: Informal.

Many complaints are best dealt with informally. If you have concerns about the school or the education provided, please arrange to discuss this with your child's class teacher at the earliest opportunity.

If, following this discussion, you feel that your concern has not been addressed, or that the concern is of a sufficiently serious nature, please make an appointment to discuss it with a member of the senior leadership team who works in your child's phase.

Should the matter remain unresolved, or be of a very serious nature, an appointment will be made with either the Assistant Head or the Head Teacher.

The Head Teacher considers any such complaint seriously, and most complaints can be resolved at this stage.

Stage 2: Formal

If the matter cannot be resolved, or your complaint is about the Headteacher then you should write to the Chair of Governors (Charles Samuda) to make a formal complaint.

Please state the nature of your complaint, the steps taken so far to resolve it and the action you would like to see taken to remedy your complaint.

The Chair of Governors (Charles Samuda) will then investigate your complaint, how it has been handled by the school and ensure that the issues raised have been dealt with properly and fairly.

The Chair of Governors (Charles Samuda) will normally write to you with the outcomes of this process within 15 days of receiving the complaint.

Stage 3: Formal.

If you are not satisfied with the result, you may ask to refer your complaint to Stage 3 of this procedure.

At this stage a panel of three governors will meet to consider the complaint and make a final decision on behalf of the governing body. The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 days of your request.

You will have the opportunity to submit written evidence about the complaint prior to the panel and also attend part of the meeting, accompanied by a friend/ partner if wished, to put forward your case.

The Headteacher will be given the same opportunities.

The panel will write to you with its conclusion within five working days of the meeting.

The decision of the panel is final.

If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education.

Role of the Local Authority – Wandsworth Council.

Local Authorities are not part of the formal statutory process for school complaints, however Falconbrook School works closely with Wandsworth Local Authority and governors believe there can be value in using a mediation process for some complaints.

Therefore, if both parties are in agreement, the Governing Board of Falconbrook School has agreed to offer Local Authority mediation at a stage before a complaint is escalated to the Secretary of State for Education.

Mediation is an effort to bring the two parties together; it does not formally reinvestigate and Wandsworth LA mediation service cannot impose a resolution to a complaint.

Wandsworth's involvement in mediation shall be time limited to no more than six weeks, school term times will need to be taken into consideration.

Should a resolution fail to be reached within this time period, you will be advised of your right to escalate your complaint to the Secretary of State for Education.



Falconbrook Primary School Complaints Form

Please complete and return to the school office addressed to Charles Samuda,
Chair of Governors.

Your name:

Pupil's name (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response):

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use:

Date acknowledgement sent:

By who:

Complaint referred to:

Date: