



The Mill Primary School Governing Body
Complaints Policy (Parents and Pupils)



for Schools in West Sussex

Adopted by The Mill Primary: January 2011 reviewed January 2013

Status of the Policy

1. All maintained schools are required by law to have a published Complaints Procedure relating to the school and to any community facilities or services that the school provides (pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010).

Purpose

2. At The Mill, all complaints are taken very seriously, and pupils, parents and carers are encouraged to approach the school as soon as possible after an issue arises in order that there is the opportunity for matters to be dealt with before they escalate. The school and Governing Body aim to deal with all complaints openly, fairly, promptly and without prejudice. **In all cases, the West Sussex County Council procedure for dealing with complaints is followed. It is available on the website or from the school office.** Pupils, parents and carers will note from the procedure, that it is a staged process, and that it is important that the informal stage is completed before the complaint can be deemed to be formal.
3. This Complaints Policy applies to a complaint or complaints against the school that a pupil or a parent of a pupil has sustained injustice in consequence of an act or omission of the Governing Body of the school or an exercise of, or failure to exercise a prescribed function of the Headteacher of the school.
4. This policy does not apply to a decision about admissions to the school, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal.
5. An act is to be treated as an act of the Governing Body of the school where a person acts on behalf of the Governing Body, or is a person to whom the Governing Body has delegated any functions. An act is also to be treated as an act of the Governing Body if the Governing Body exercises a function by arrangement with another person, and the act is done by or on behalf of the other person carrying out the arrangement. The school and Governing Body aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies

6. This Complaints Policy should be read in conjunction with the policy on Complaints (General) and all other school policies in force at the relevant time.

Roles and responsibilities

7. The relevant class teacher should attempt to resolve all complaints by parents or pupils involving the education and well being of pupils in school. If the relevant class teacher is unable to resolve the complaint, it will pass to the Headteacher. If the complaint is about a member of school staff, this should be dealt with by the Headteacher. If the Headteacher is unable to resolve the matter, or the complaint is about the Headteacher, the complaint will pass to the Governing Body.

Arrangements for monitoring and evaluation

8. This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.