
1. MISSION STATEMENT

- 1.1 Beis Yaakov Primary School ("the School") exists to serve the Orthodox Jewish community by offering a broad and balanced Jewish and secular education, rooted in an ethos of Torah values, to girls between the ages of 3 and 11
- 1.2 We trust that your child is happy at Beis Yaakov Primary School. On occasions, however, a problem may arise. The majority of problems can be sorted out informally – in person or on the phone. If you think that we have not taken action over a significant problem or we have made the wrong decision and you wish to make a complaint, the procedure is as follows:

2. STAGE 1 – INFORMAL RESOLUTION

- 2.1
- Matters of concern should be raised in the first instance with the class teachers by contacting them via the school office.
 - Matters of concern can be raised with the Phase Leader if it is felt that the issue was not adequately dealt with by the Class Teacher.
 - The School considers any concerns very seriously and most problems can be resolved following a meeting or a discussion with the relevant member of staff.
 - Where the matter is not resolved at the informal stage, the complainant may elevate it to the formal stage.

3. STAGE 2 – FORMAL RESOLUTION (Investigation by a member of the Senior Leadership Team)

- 3.1
- The complainant must put the complaint in writing, addressed to the Head Teacher, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.
 - An investigation will be carried out by a member of the Senior Leadership Team who may offer the complainant a meeting and speak to others involved. Whenever reasonably possible, any meeting with the complainant will take place within 15 school days of the written complaint being received.
 - The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of the meeting with the complainant and if no meeting is to take place within 15 school days of the complaint being received.
 - Any complaint relating to the Head Teacher must be raised in the first instance with the Chair of Governors (or vice-chair in the absence of the Chair) who will, if an informal resolution cannot be reached, designate a Governor to investigate in the same way as in the first stage of the formal process outlined above.
 - Complaints against the Chair of Governors or any individual governor should be made by writing to the Clerk to the Governing Body.

4. SERIAL OR PERSISTANT COMPLAINTS

4.1 The School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the School. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

If a complainant attempts to reopen an issue or a closely related issue that has already been dealt with under this complaints procedure, the Chair of Governors may write to the complainant to inform him/her that the procedure has been exhausted and the matter closed.

5. RECORD KEEPING

5.1 Notes of meetings and telephone calls will be kept and a copy of any written response will be added to the record. The School will record the progress of the complaint and the final outcome. The Head Teacher/complaints co-ordinator/ will be responsible for these records and hold them centrally.

6. CONFIDENTIALITY

6.1 Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

7. THE ROLE OF THE SECRETARY OF STATE

7.1 A complainant has the right to refer their complaint to the Secretary of State if they remain dissatisfied once the complaints procedure has been exhausted. The Secretary of State has a duty to consider all complaints raised but will only intervene where the Governing Body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

8. REVIEW

8.1 This complaints procedure will be reviewed by the Governing Body every three years.

Ratified by the Governing Body	
	
Signed: _____	Date: <u>29th March 2017</u>
Chair of Governors	
This policy will be reviewed on or before the following date: April 2020	