

Ton-Yr-Ywen Primary School

Complaints procedure

*Happy Together- Learning for Life
Dysgu Hapus – A Dysgu Byw*

Ton-Yr-Ywen Primary School Complaints Policy

1. Introduction

- 1.1. Ton-Yr-Ywen Primary School is committed to addressing complaints efficiently and effectively. We aim to clarify any uncertainties, where possible rectify any errors, and offer apologies where necessary. We are dedicated to learning from our mistakes to enhance our practices.
- 1.2. We maintain a zero-tolerance approach to all forms of bullying and harassment, promoting respectful relationships among learners, parents, staff, and governors.
- 1.3. A complaint is defined as 'an expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school.' This policy ensures that anyone with an interest in the school can raise a concern with confidence that it will be heard and addressed appropriately and in a timely manner.

2. When to Use This Procedure

- 2.1. This procedure applies when you have a concern or complaint. If the matter is not decided by the school, we will direct you to the appropriate body. If the matter is handled by other procedures, we will explain how your concern will be managed.
- 2.2. If your concern involves another body (e.g., the Local Authority), we will collaborate with them to manage the concern.

3. Initial Steps

- 3.1. If you are approaching us for the first time, please give the school the opportunity to respond. Most concerns can be resolved quickly by speaking to the relevant person in school without the need for a formal procedure.

4. Expectations from Complainants

- 4.1. All complainants have the right to be heard, understood, and respected. Similarly, school staff and governors have the same right. We expect politeness and courtesy. Aggression, abuse, unreasonable behaviour, or persistent/vexatious complaints will not be tolerated. We have a separate policy for managing unacceptable actions.

5. Our Approach to Handling Complaints

- 5.1. We will consider all concerns and complaints openly and fairly.
- 5.2. The school will respect the rights and viewpoints of those involved, protecting confidential information.
- 5.3. Timescales for dealing with concerns or complaints may be extended depending on complexity of the matter raised.
- 5.4. We may seek advice from the Local Authority where appropriate.
- 5.5. Some concerns or complaints may raise issues that need to be addressed through other procedures (other than the complaints policy). In these cases, we will explain why this is and what steps will be taken.
- 5.6. Anonymous complaints will be recorded. The school maintains discretion in deciding if further investigation is warranted.

6. Handling Your Concern or Complaint

- 6.1. (Appendix A provides a flow chart of the complaint procedure)
- 6.2. The process involves up to three stages: A, B, and C. Most complaints are resolved at Stages A or B. You may bring a relative or companion for support during the process,

but you will be expected to speak for yourself. For pupils, it is reasonable for the companion to speak on their behalf or provide advice.

- 6.3. Concerns or complaints will be handled confidentially, whenever possible. Some information may need to be shared within the school to address the issue appropriately.
- 6.4. For pupils under 16 that wish to raise a concern or make a complaint, we will seek permission from the pupil before involving parents/carers. If a pupil under 16 is involved in a complaint, parents/carers may be asked to attend discussions or interviews.

Stage A

- 6.5. Concerns can often be resolved quickly by talking to a teacher. Raise your concern as soon as possible, ideally within 10 school days of the incident.
- 6.6. Pupils can raise concerns with their school council representative or a teacher. This does not prevent raising a formal complaint later if the issue is not resolved.
- 6.7. We will aim to inform you of actions taken within 10 school days. If this is not possible, we will agree on a revised timescale.
- 6.8. The person overseeing your concern will keep you informed of progress and maintain a record for future reference.

Stage B

- 6.9. If your concern is not resolved informally, or the initial concern dealt with appropriately, you should put your complaint in writing to the headteacher within five school days of receiving a response (appendix B may assist you with this).
- 6.10. If the complaint is about the headteacher, write to the chair of governors via the school asking for the complaint to be investigated.
- 6.11. School staff can assist in putting your complaint in writing if needed. Please contact the office if help is required.
- 6.12. If you are involved in any way with a complaint, a chosen member of school staff will explain what will happen and the sort of help that is available to you.
- 6.13. The headteacher or designated representative will invite you to a meeting to discuss your complaint. Timescales will be agreed upon, aiming for a meeting within 10 school days of receiving your letter. The outcome will be communicated in writing within 10 school days of the investigation's completion.

Stage C

- 6.14. It is uncommon for a complaint to progress to this stage. However, if you believe your complaint has not been addressed fairly, you should write to the chair of governors via the school's address, outlining your reasons for requesting the governing body's complaints committee to review your complaint. You do not need to restate the entire complaint.
- 6.15. Alternatively, you may discuss your complaint with the chair of governors, who will document the discussion and your desired resolution. This should be done within five school days of receiving the school's response. You will be asked to verify the notes as an accurate record. We will inform you of the next steps and confirm this in writing. The

complaints committee will typically meet with you within 15 school days of receiving your letter.

- 6.16. The confirmation letter will also specify the deadline for submitting all evidence and documentation to be reviewed by the complaints committee. All parties will have access to the evidence and documentation prior to the meeting, ensuring privacy rights are protected. The letter will also confirm the agreed time and location of the meeting and outline the process. If necessary, the meeting date may be adjusted to accommodate availability, evidence gathering, or advice seeking. Any changes will be communicated and agreed upon with you.
- 6.17. To expedite the process, the complaints committee will generally not reschedule the meeting more than once. If you request multiple reschedules, the committee may proceed with a decision in your absence to avoid undue delays.
- 6.18. We will provide a written explanation of the committee's decision within 10 school days of the meeting.
- 6.19. The decision of the governing body's complaints committee is final.

7. Special Circumstances

The complaints procedure will be adapted in the following situations:

- 7.1. **Complaint about a governor or group of governors:** The chair of governors will investigate or delegate the investigation to another governor. Stage B onwards will apply.
- 7.2. **Complaint about the chair of governors or headteacher and chair of governors:** The vice chair of governors will investigate or delegate the investigation to another governor. Stage B onwards will apply.
- 7.3. **Complaint about both the chair and vice chair of governors:** The clerk to the governing body will inform the chair of the complaints committee. Stage C will apply.
- 7.4. **Complaint about the entire governing body:** The clerk to the governing body will inform the headteacher, chair of governors, and local authority. Arrangements for an independent investigation will be agreed upon.
- 7.5. **Complaint about the headteacher:** The chair of governors will investigate or delegate the investigation to another governor. Stage B onwards will apply.
- 7.6. In all cases, the school and governing body will ensure complaints are handled impartially, transparently, and fairly.

8. Our Commitment to You

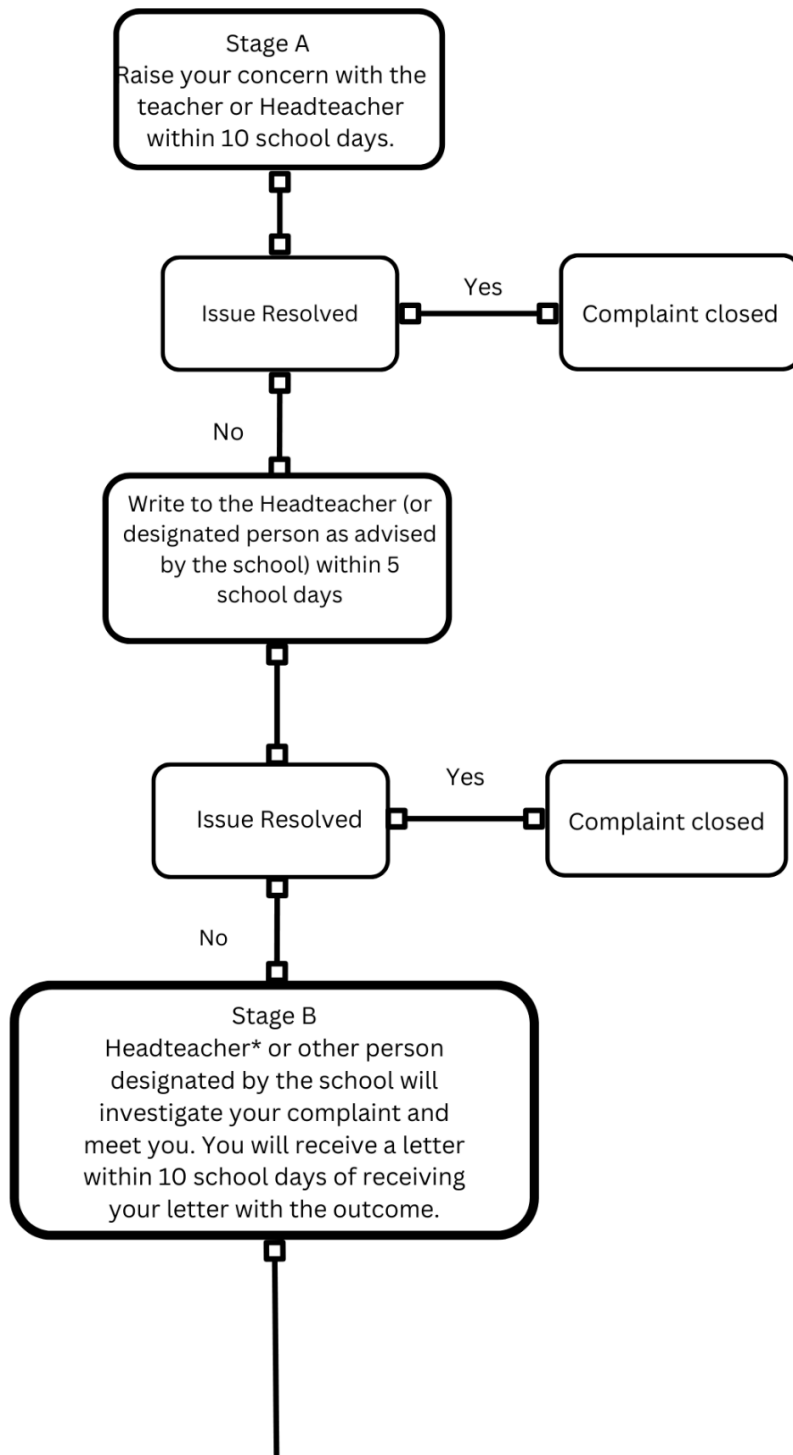
- 8.1. The school and governing body are committed to handling complaints impartially, transparently, and fairly. We take your concerns seriously and will learn from any mistakes.
- 8.2 We will assist you in making your concerns known. For young people needing additional support, the Welsh Government provides MEIC, a national advocacy and advice helpline for children and young people. Support is also available from the Children's Commissioner for Wales.
- 8.3 All records will be maintained in accordance with GDPR regulations.

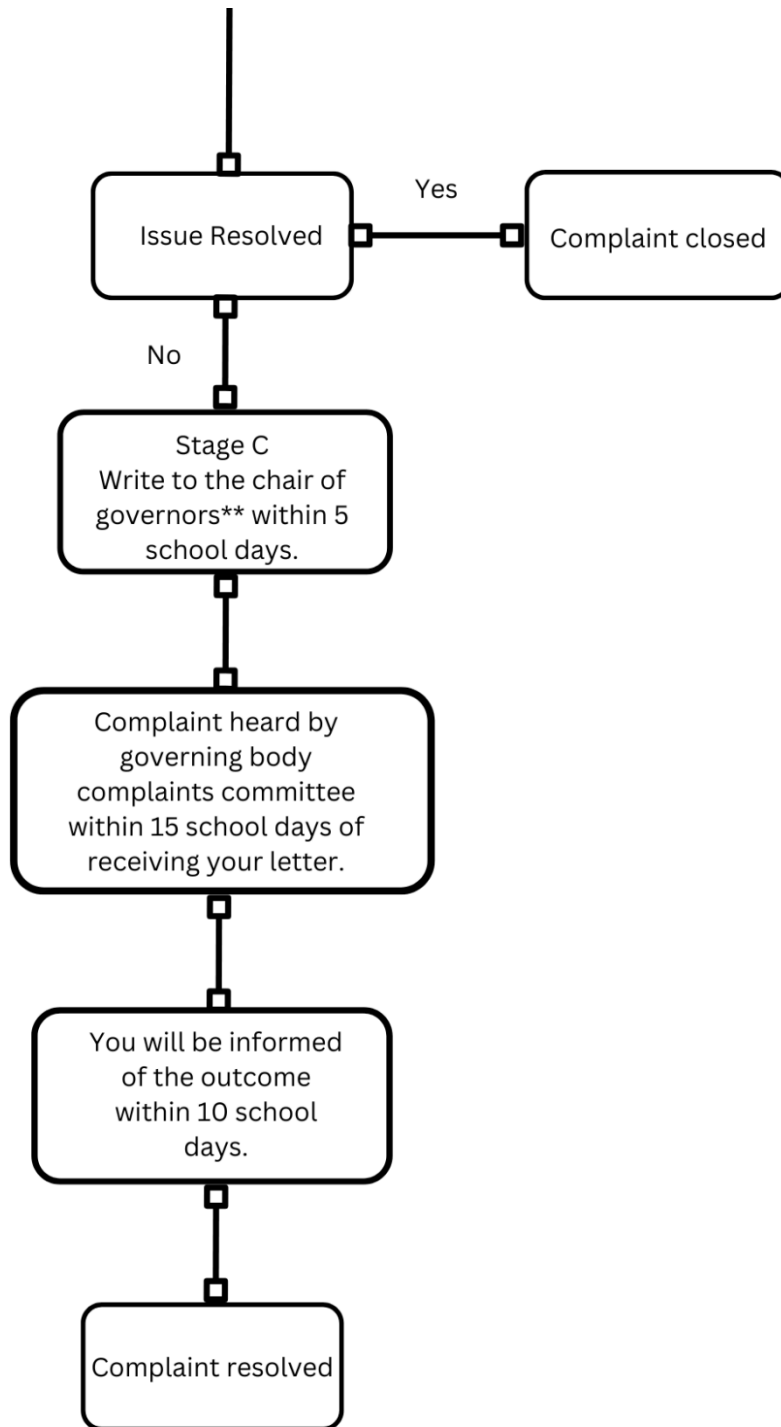
MEIC can be contacted by freephone: 080880 23456, or text: 84001. This service operates 24 hours a day.

The Children's Commissioner for Wales can be contacted by freephone: 0808 801 1000 (Monday to Friday 9 a.m. to 5 p.m.), text: 80 800 (start your message with COM), or e-mail: advice@childcomwales.org.uk.

Appendix A: Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or complaint about the school, provided that the concern or complaint does not fall under other statutory procedures.





* If the complaint is about the Headteacher you should write to the chair of governors.

** If the complaint is about the chair of governors you should write to the vice-chair.

All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.

The school will work with you to ensure that the time allowed to deal with you concern or complaint is reasonable and helps to achieve an answer to the problem.

Appendix B: Model Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to-you and will give you a copy of it when it is completed.

A. Your details

Surname	
Forename(s)	
Title: Mr/Mrs/Ms/other	
Address and postcode	
Daytime phone number	
Mobile phone number	
E-mail address	
How would you prefer us to contact you?	

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full	
Address and postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C. About your complaint (continue your answers on-separate sheets of paper if necessary)

C.1 Name of the school you are complaining about.	
C.2 What do you think they did wrong or did not do?	
C.3 Describe how you have been affected.	
C.4 When did you first become aware of the problem?	
C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.	
C.6 What do you think should be done to put matters right?	
C.7 Have you already put your complaint to a member of staff? If-so, please give brief details about how and when you did so.	

Signature of complainant:		Date:	
Signature if you are making a complaint on behalf of someone else		Date:	
What is your relationship to them?			

Please send this form and any documents to support your complaint-to:
 The Headteacher
 Ton Yr Ywen Primary School
 Maes-y-Coed Road
 Heath
 CF14 4HG

Official Use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: