



### Comments, Compliments and Complaints Policy“

Everyone who works with children should do what is in the best interests of the child.”

Article 3 United Nations Rights of the Child

At St Martin's School we aim to provide a good education for all our children, and that the Headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place if you have a compliment, complaint or just a general comment about the school. The following policy sets out the procedure that the school follows in such cases.

This is in line with government information and guidance:

<https://www.gov.uk/government/guidance/raisingconcern.aspx>

Education Department Policy- Guidelines for dealing with customer complaints and concerns

#### **Aims and objectives**

We are interested to hear the views of our children, parents, relatives or carers as it helps us:

- continue to improve successful aspects of our school;
- to find out more about what you need;
- to identify possible problem areas before you feel you need to make a complain;
- investigate areas that you have found unsatisfactory and to take action to stop the same thing happening again.

#### **General comments**

Suggestions, ideas, reflections and other neutral comments are most welcome. You can email, speak in person or write to the staff or the Headteacher.

#### **Compliments**

If you are pleased with what we do and you think we have made a difference we would like to hear from you. You can make comments or compliments either by speaking or writing to the staff with whom you have direct contact, the Headteacher or the school's Senior Advisor– Mr Matthew Newbury.

#### **The complaints process**

We aim to get things right from the beginning; putting the children's best interests at the heart of all we do. Our aim is to ensure that our work, organisation, policies and procedures take into account the needs of the whole school. When we do not, we want you to let us know so that we review our systems and improve what we are doing.

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. We aim to report what we find and what action we have taken or intend to take and where appropriate learn from our mistakes and endeavour to stop the problem happening again.

If a parent is concerned about anything to do with the school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; class teachers always want to know if there is a problem, so that they can take action before the issue seriously affects the child's progress and well-being.

Where a parent feels that a situation has not been resolved through contact with the class

teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Phase Leader, SENCo or the Deputy Headteacher (members of the school's Leadership Team). Again, if they feel the concern is of a sufficiently serious nature, they should make an appointment with the Headteacher. These appointments can be made at the office or over the telephone as drop-in meetings are not always possible. The school's Leadership Team considers any such complaints very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

If a parent wishes to make a formal complaint, this complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Headteacher.

We will aim to consider all written complaints promptly following receipt. This may be in the first instance an email to acknowledge the situation and a confirmation that it will be looked into. Parents asking for information from the school need to give the school sufficient time to investigate or collate information. We will arrange a meeting to discuss the complaint, and invite the person making it, to attend the meeting, so that they can explain their complaint in more detail. The school gives the complainant as much notice as possible.

If the complainant does not feel that the problem has been resolved they should then submit a formal letter of complaint to the Education Department. The complaint must be made in writing, stating the nature and how the school has handled the situation to date, to the school's Senior Advisor or the Group Director of Education.

Should a parent have a complaint about the Headteacher, they should contact the School's Senior Advisor , Mr Matthew Newberry, via the Education Department.

### **Record Keeping**

Notes will taken during meetings of any concerns that are raised and any subsequent information ascertained. The Headteacher logs all formal complaints received by the school and records how they were resolved. This information is included in the school's Self-evaluation document. These will be retained in accordance with the Data Protection (Jersey) Law 2005.

### **Managing complaints**

Staff are to use the Education Department Policy- Guidelines for dealing with customer complaints and concerns – for advice and guidance when managing complaints, including how to manage unacceptable or unreasonable behaviour towards staff.

### **Monitoring and review**

The Leadership Team monitors the comments, compliments and complaints procedure, in order to ensure that all issues are handled properly.

Updated Chris Godden – April 2023