



Our Complaints Procedure

Information and Advice for Parents/Carers

Introduction

The school welcomes feedback from parents/ carers and will always try to resolve any complaints as quickly as possible.

The following procedure covers complaints about the school and individuals working here. All staff at Deptford Park Primary School are committed to providing a quality education and achieving the highest standards of conduct.

One of the ways in which we can continue to improve our school is by listening and responding to the views of parents and children.

We want to ensure that:

- making a complaint is as easy as possible
- we treat as a complaint, any clear expression of dissatisfaction with our service, which calls for a response
- we treat it seriously whether it is made in person, by telephone, by letter, by fax, or by email
- we deal with it promptly, politely and, where appropriate, informally (for example, by telephone)

- we respond in the right way, for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints and use them to improve our school.

How do I make a complaint?

Problems are best sorted out when and where they arise, e.g. with a class teacher, and many can be resolved quickly. If this proves unsuccessful you should discuss it with a member of the Leadership Team.

You can make a complaint in writing, by email, in person, or by telephone to the school. If you are writing, faxing or emailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are emailing, please state if a reply by email is required and, if not, please provide a full postal address. All complaints are reviewed by a member of the Leadership Team. You should address your complaint in the first instance to the Headteacher.

What can you expect of the school?

Anyone who raises informal or formal issues and complaints with the school can expect the school to:

- keep in touch regularly in writing over
 - i. how and when problems can be raised with the school
 - ii. details of the school's Complaints Procedure
 - iii. details of the school's Working Together Policy
- respond within a reasonable time;
- be available for consultation within a reasonable time limit, bearing in mind the needs of pupils at the school;
- respond with courtesy and respect;
- attempt to resolve problems using reasonable means in line with the school's Complaints Procedure;
- keep those involved informed of progress.

Full details relating to the school's Working Together Policy are available from the school office.

What the school expects from you

The Governors of Deptford Park School expect anyone who wishes to raise problems with the school to:

- treat all school staff with courtesy and respect;
- respect the needs of pupils and staff within the school;
- avoid the use of violence (including threats of violence) towards people or property;
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to a complaint;
- recognise that resolving a specific problem can sometimes take some time;
- follow the school's complaints procedure, including the Working Together Policy procedure where circumstances justify this.

What happens next?

- Where the complaint is made verbally, it may be possible to give an immediate explanation or apology.
- All written complaints which warrant a simple explanation or apology will be replied to within 5 working days from receipt of the complaint.
- All complaints which warrant more than a simple explanation or apology will be acknowledged and complainants informed that they will receive a response within a stipulated number of working days from receipt of the complaint.
- Should the complaint require a more in-depth investigation and where a response cannot be provided within 5 working days, an interim reply will be sent with an undertaking to provide a full response by a date specified in the letter. That full response will include details of whom to contact next if it is believed that the complaint has not been dealt with properly.

If you remain dissatisfied, you can ask for your complaint to be referred to the Chair of Governors, who will arrange for a further review to be carried out in the light of the information available. S/he may

- attempt to resolve the complaint, perhaps by meeting you or by writing to you, normally within 5 working days, or a decision will be taken to refer the matter to a meeting of a panel of governors.
- If required, the meeting will be arranged to take place within 15 school days. You will be notified of the date and time of the meeting within 5 school days.
- Following the meeting, the governors' decision, the reason for it and details of any steps intended to resolve the complaint will be sent to you and the Headteacher in writing within 5 school days from the date of the meeting.

If you are unhappy with the response that you receive, then the complaint may be raised with the Department for Education, setting out your concerns in full and enclosing all previous correspondence. The address is: DfE, Sanctuary Buildings, Great Smith Street, London SW1P 3BT.

The Leadership Team

Headteacher	Ken Johnson
Deputy Headteacher	Leona Baffour
Assistant Headteacher	Rebecca Ogungbesan
School Business Manager	Carol Jolly