



THE SHRUBBERIES SCHOOL

PARENT COMPLAINTS POLICY

This document meets the requirements of section 29 of the Education Act 2002, which states that schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides.

The Shrubberies school takes any complaint by a parent or carer very seriously and, when considering such a complaint, will address the following principles.

- Complaints will be welcomed, together with other comments from parents and carers. A record of complaints will be kept by the Headteacher.
- Every attempt will be made to resolve complaints informally in the first instance.
- The process of complaining will not be difficult. Written complaints will not be insisted upon.
- Complaints will be handled as speedily as possible.
- Conciliatory language will be used at all times.
- Parents or carers will be assured of confidentiality and that pupils will not be victimised.
- Independent advice can be made available to parents.

For some issues the procedure for handling parental complaints is defined by statutory provisions. These include:

- **Special education needs**
- **Child protection**
- **School admissions**
- **The school curriculum**
- **School exclusions**

Special Educational Needs and Disabilities.

If a parental complaint is received concerning provision made for a child with a Education, Health and Care Plan, it should be referred to the Head of Special Educational Needs and Disabilities.

**Address:**

Shire Hall
Gloucester
GL1 2TP
United Kingdom
Tel: 01452 328042

Safeguarding

If a parental complaint is received in school, that is alleged child abuse by a member of a school staff, it must be referred immediately with reference to the County Council Allegation Management Procedure. The LADO will be informed within one day.

Local Authority Designated Officer (LADO) – LADO@gloucestershire.gov.uk

Complaints or concerns that a child is being abused at home should be referred immediately with reference to the School Safeguarding Policy. The procedures are outlined on the Gloucestershire Safeguarding Children Partnership MASH Tel; 01452 426565. Social Services will be informed and, where necessary, the Police Protection Unit.

School Admissions

The LA is the admissions authority for county maintained special schools. If a parental complaint is received concerning the non-availability of a school place, it should be referred to the appropriate Appeal Panel.

Curriculum / Relationship Sex Education

If a parental complaint is received concerning the school curriculum, or relationship and sex education, it should be referred to the Head of Special Educational Needs and Disabilities (address above).

School Exclusions

If a parental complaint is received concerning a pupil who has been, or is about to be excluded from school, it should be referred to the Education Officer, Stroud Locality Team. Tel: 01452 328131

Other Matters

If a parental complaint is received about matters other than the above, the caller should be asked whether he or she has requested an appointment with the



Headteacher to discuss the problem and if the above has been tried and failed, whether the parent has written to the Chairman of Governors regarding the concern.

If both these steps have been taken, with no resolution to the problem, the caller should be referred to Tim Browne, Head of Special Educational Needs and Disabilities.

PARENT COMPLAINTS CONCERNING OTHER MATTERS

The School Standards and Framework Act (1998) require all schools to establish a general complaints procedure, to deal with complaints which are not covered by the above statutory requirements.

- Many minor complaints can be resolved informally, quickly and easily by parents or carers making contact with the member of staff involved either by telephone or through the diary.
- If the complaint is of a more serious nature and or cannot be resolved easily, then a meeting should be arranged. A third party should be present at this meeting preferably from senior management and minutes taken. All staff involved in the meeting should be aware of the nature of the complaint prior to the meeting.
- If the matter cannot be resolved at this meeting then the headteacher should be involved in all subsequent meetings.
- If the headteacher cannot resolve the complaint then the parent or carer should contact the Chair of Governors. Parents should be aware that some matters (for example the composition of classes) are determined by the headteacher alone as part of the internal management of the school.
- The Chair of Governors may attempt to resolve the complaint informally and contact the area education officer for advice. If the complaint still cannot be resolved then a panel of three governors will be convened to investigate the complaint and report back to the parent or carer.
- Decisions, or reasons for such decisions, should be given in writing, and the person complaining should be informed at the same time of their rights of appeal should they wish to take the matter further.
- If the parent or carer remains dissatisfied with the governors' conclusions, then he/she may contact Shire Hall. It must be noted that the L.A. cannot overturn a decision of the school's Governing Body but it can help to resolve difficulties.



- Finally the parent or carer may complain to the Secretary of State if he/she believes that the Governing Body has acted unreasonably, or has failed to carry out its duties properly.

The Children and Families Act 2014 says local authorities must provide information advice and support about special educational needs (SEND), disability, health and social care for children, young people and parents. SENDIASS has a freephone telephone helpline 0800 158 3603 which is available Monday to Friday 9.00 am – 5.00 pm all year round. Outside these hours an answer phone is available to leave a message for a callback. Callers who are using a mobile phone can dial 01452 389345.

The service operates a 'self-referral' process. However, on occasions it may be considered appropriate for a professional to make contact with the service on behalf of the parents/carers or young person. The service will act upon such requests only on the full understanding that consent has been given.

Contact

- Freephone: 0800 158 3603
- Direct Line: 01452 389344/5
- sendiass@carersgloucestershire.org.uk
- www.sendiassglos.org.uk

REVIEW

This policy will be reviewed annually and should any significant amendments will result from whole school discussion. The policy will then be presented to the governing body for approval. This policy was reviewed and updated in January 2024