

Ysgol Gynradd Herbert Thompson Herbert Thompson Primary School



Complaints Procedure

2022 - 2025

INTRODUCTION

Herbert Thompson Primary School is a large school on the west side of Cardiff, in one of the most socially and economically deprived areas of the city. We admit children from the age of 3-11 years. On site we have a Flying Start Nursery catering for children aged two to three.

The vision of our school is that all pupils will develop the skills, values and aspirations to take into the next stage of their lives, will enter employment and live by positive values and behaviours.

Our vision statement is:

“Find your talents and let them grow, be the person you’d like to know.”

We believe in the concept of lifelong learning and the idea that both adults and children learn new things every day. We aim to provide a broad and balanced curriculum tailored to individual pupil need, which will enable all children to achieve their potential and develop an enthusiasm and love for learning. We seek to welcome all children from our school community, ensure they are equipped to take advantage of the opportunities the school provides, seek to meet their learning needs, support and challenge them to make good progress and celebrate their success in an ethos which recognises and celebrates diversity.

SCHOOL VALUES

Our six school values lie at the heart of our school community and are the core of this policy. The values apply to both children and adults and all relationships across the school. These values and behaviours give a supporting, but also challenging, framework within which colleagues, pupils and families can work.

At the heart of the Herbert Thompson community is a belief that a healthy school community is one that is supportive, but also sees everyone having honest, respectful and appropriately challenging discussions when needed.

Our six school values are:

- Respect
- Determination
- Diversity
- Security
- Care
- Achievement

INTRODUCTION

Herbert Thompson Primary School is committed to dealing effectively with complaints. We aim to clarify any issues about which you are not sure. If possible, we will put right any mistakes we have made and we will apologise. We aim to learn from mistakes and use that experience to improve what we do.

Our definition of a complaint is *'an expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school.'*

This complaints procedure supports our commitment and is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and, if well-founded, addressed in an appropriate and timely fashion.

WHEN TO USE THIS PROCEDURE

When you have a concern or make a complaint we will usually respond in the way we explain below. Sometimes you might be concerned about matters that are not decided by the school, in which case we will tell you who to complain to. At other times you may be concerned about matters that are handled by other procedures, in which case we will explain to you how your concern will be dealt with.

If your concern or complaint is about another body as well as the school (for example the local authority) we will work with them to decide how to handle your concern.

HAVE YOU ASKED US YET?

If you are approaching us for the first time you should give us a chance to respond. If you are not happy with our response then you may make your complaint using the procedure we describe below. Most concerns can be settled quickly just by speaking to the relevant person in school, without the need to use a formal procedure.

WHAT WE EXPECT FROM YOU

We believe that all complainants have a right to be heard, understood and respected. But school staff and governors have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour and have a *'Code of Conduct'* that details our expectations (Appendix A). We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining.

OUR APPROACH TO ANSWERING YOUR CONCERN OR COMPLAINT

We will consider all your concerns and complaints in an open and fair way. At all times the school will respect the rights and feelings of those involved and make every effort to protect confidential information.

Timescales for dealing with your concerns or complaints may need to be extended following discussion with you. We may ask for advice from the local authority or diocesan authority where appropriate.

Some types of concern or complaint may raise issues that have to be dealt with in another way (other than this complaints policy), in which case we will explain why this is so, and will tell you what steps will be taken.

The governing body will keep the records of documents used to investigate your concern or complaint for seven years after it has been dealt with. Records will be kept in school and reviewed by the governing body after seven years to decide if they need to be kept for longer. Complaints that are made anonymously will be recorded but investigation will be at the discretion of the school depending on the nature of the complaint. Where complaints are considered to have been made only to cause harm or offence to individuals or the school, the governing body will ensure that records are kept of the investigations that are made and what actions are taken, including the reasons for 'no action'.

ANSWERING YOUR CONCERN OR COMPLAINT

The chart in Appendix b shows what may happen when you make a complaint or raise a concern. There are up to three Stages: A, B and C. Most concerns can be resolved at Stages A or B. You must give prior notice if you wish to bring a relative or companion to support you at any time during the process but you will be expected to speak for yourself. However, we recognise that when the concern or complainant is from a pupil, it is reasonable for the relative or companion to speak on their behalf and/or to advise the pupil.

As far as possible, your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else within the school needs to know about your concern or complaint, so as to address it appropriately. You will be informed if this is the case.

If you are a pupil under 16 and you wish to raise a concern or bring a complaint we will ask for your permission before we involve your parent(s) or carer(s). If you are a pupil under 16 and are involved in a complaint in any other way, we may ask your parent(s) or carer(s) to become involved and attend any discussion or interview with you.

Stage A

If you have a concern, you can often resolve it quickly by talking to a teacher. You should raise your concern as soon as you can; normally we would expect you to raise your issue within 10 school days of any incident. The longer you leave it the harder it might be for those involved to deal with it effectively.

If you are a pupil under 16, you can raise your concerns with your school council representative or a teacher. This will not stop you, at a later date, from raising a complaint if you feel that the issue(s) you have raised have not been dealt with properly.

6.6 We will try to let you know what we have done or are doing about your concern normally within 10 school days, but if this is not possible, we will talk to you and agree a revised timescale with you.

6.7 The person overseeing your concern will keep you informed of the progress being made. This person will also keep a log of the concern for future reference.

Stage B

In most cases, we would expect that your concern is resolved informally. If you feel that your initial concern has not been dealt with appropriately you should put your complaint in writing to the headteacher.

We would expect you to aim to do **this within five school days of receiving a response to your concern as it is in everyone's interest to resolve a complaint as soon as possible**. There is also a form attached (**Appendix C**) that you may find useful. If you are a pupil we will explain the form to you, help you complete it and give you a copy.

If your complaint is about the headteacher, you should put your complaint in writing to the chair of governors, addressed to the school, to ask for your complaint to be investigated.

In all cases, the school can help you to put your complaint in writing if necessary.

If you are involved in any way with a complaint, the school will explain what will happen and the sort of help that is available to you.

The school will invite you to discuss your complaint at a meeting. Timescales for dealing with your complaint will be agreed with you. We will aim to have a meeting with you and to explain what will happen, normally within 10 school days of receiving your letter. The school's designated person, who you will be made aware of, will complete the investigation and will let you know the outcome in writing within 10 school days of completion.

Stage C

We aim to resolve all concerns and complaints at Stage A or B but on rare occasions we will need to progress to Stage C. You should write, through the school's address, to the chair of governors setting out your reasons for asking the governing body's complaints committee to consider your complaint. You do not have to write down details of your whole complaint again, this will be passed on.

If you prefer, instead of sending a letter or e-mail, you can talk to the chair of governors who will write down what is discussed and what, in your own words, would resolve the problem. We would normally expect you to do this within five school days of receiving the school's response. You will be asked to read the notes or will have the notes read back to you and then be asked to sign them as a true record of what was said. We will let you know how the complaint will be dealt with and will send a letter to confirm this. The complaints committee will normally have a meeting with you within 15 school days of receiving your letter.

The letter will also tell you when all the evidence and documentation to be considered by the complaints committee must be received. Everyone involved will see the evidence and documentation before the meeting, while ensuring that people's rights to privacy of information are protected. The letter will also record what we have agreed with you about when and where the meeting will take place and what will happen. The timescale may need to be changed, to allow for the availability of people, the gathering of evidence or seeking advice. In this case, the person dealing with the complaint will agree a new meeting date with you and the complainant will be informed.

Normally, in order to deal with the complaint as quickly as possible, the complaints committee will not reschedule the meeting more than once. If you ask to reschedule the meeting more than once, the committee may think it reasonable to make a decision on the complaint in your absence to avoid unnecessary delays.

We will write to you within 10 school days of the meeting explaining the outcome of the governing body's complaints committee's consideration.

We will keep records of all conversations and discussions for the purpose of future reference and review by the full governing body. These records will be kept for a minimum of seven years.

The governing body's complaints committee is the final arbiter of complaints.

SPECIAL CIRCUMSTANCES

Where a complaint is made about any of the following the complaints procedure will be applied differently.

A governor or group of governors

The concern or complaint will be referred to the chair of governors for investigation. The chair may alternatively delegate the matter to another governor for investigation. Stage B onwards of the complaints procedure will apply.

The chair of governors or headteacher and chair of governors

The vice chair of governors will be informed and will investigate it or may delegate it to another governor. Stage B onwards of the complaints procedure will apply.

Both the chair of governors and vice chair of governors

The complaint will be referred to the clerk to the governing body who will inform the chair of the complaints committee. Stage C of the complaints procedure will then apply.

The whole governing body

The complaint will be referred to the clerk to the governing body who will inform the headteacher, chair of governors, local authority and, where appropriate, the diocesan authority. The authorities will usually agree arrangements with the governing body for independent investigation of the complaint.

v. The headteacher

The concern or complaint should be sent to the chair of governors using the school address. The chair of governors who will undertake the investigation or may delegate it to another governor. Stage B onwards of the complaints procedure will apply.

In all cases the school and governing body will ensure that complaints are dealt with in an unbiased, open and fair way.

OUR COMMITMENT TO YOU

We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.

If you need help to make your concerns known we will try and assist you. If you are a young person and need extra assistance the Welsh Government has established MEIC which is a national advocacy and advice helpline for children and young people. Advice and support can also be accessed from the Children’s Commissioner for Wales.

The governing body has consulted with staff and pupils on this policy and will consult further if any amendments are made in the future.

Date Approved	Review Date
July 2022	May 2025

Headteacher:	<i>S M Marsh</i>	Date:	July 22
Chair of Governing Body:	S Harris	Date:	July 22

What will we not tolerate?

In order to support a CARING and SAFE environment the school will not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any part of the school grounds.
- Using loud or offensive language.
- Swearing.
- Displaying a temper or aggressive behavior.
- Threatening harm or the use of physical aggression.
- Approaching someone else's child in order to discuss or chastise them about a concern.
- Physical punishment against your own child on school premises.
- Damaging or destroying school property.
- Abusive or threatening phone calls or social network messages.
- Smoking and the consumption of alcohol on or just outside the school premises.
- Accessing the school site whilst intoxicated.
- Bringing dogs onto the school premises.
- Cycling or riding a scooter on the school premises.
- Entering the school premises by any other means other than the appropriate entrances.

The above behaviours will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

Contact Details

Herbert Thompson Primary School

Plymouthwood Road
Ely
Cardiff
CF5 4XD
Phone: 02920 561115

Email:
herbertthompsonprm@cardiff.gov.uk

Twitter:
@HTPSchool@HTPHub



HERBERT THOMPSON PRIMARY SCHOOL

Code of Conduct for Parents and Visitors

PROMOTING PARTNERSHIP WITH FAMILIES AND THE COMMUNITY



Promoting Partnership

At Herbert Thompson Primary School we believe passionately in investing in families and the community.

We have supportive and friendly parents and visitors who greatly benefit our school.

Our parents and visitors recognise that educating children is a process that involves partnership between school, home and the community.

The understanding the importance of good working relationships to equip children with the necessary skills they need for the next stage of their lives.

We welcome and encourage parents and visitors to participate in the life of our school. They can do so in a number of ways.

Please speak to the school for more details about how you can get involved.

The school contact details are on the back of this leaflet.

In consultation with the whole school community we have decided upon the following mission statement, school values and school guidelines. These lie at the heart of everything we do.

Mission Statement

'Find your talents, let them grow, Be the person you'd like to know.'

School Values

Respect

Diversity

Security

Achievement

Care

Determination

School Guidelines/Rules

- I will show respect to myself**
- I will show respect to my peers**
- I will show respect to all adults**
- I will show respect to my surroundings**

We expect all members of the school community to follow these values and guidelines.

Code of Conduct

In response to parent requests for further improving our school, we are introducing a Code of Conduct for parents and visitors.

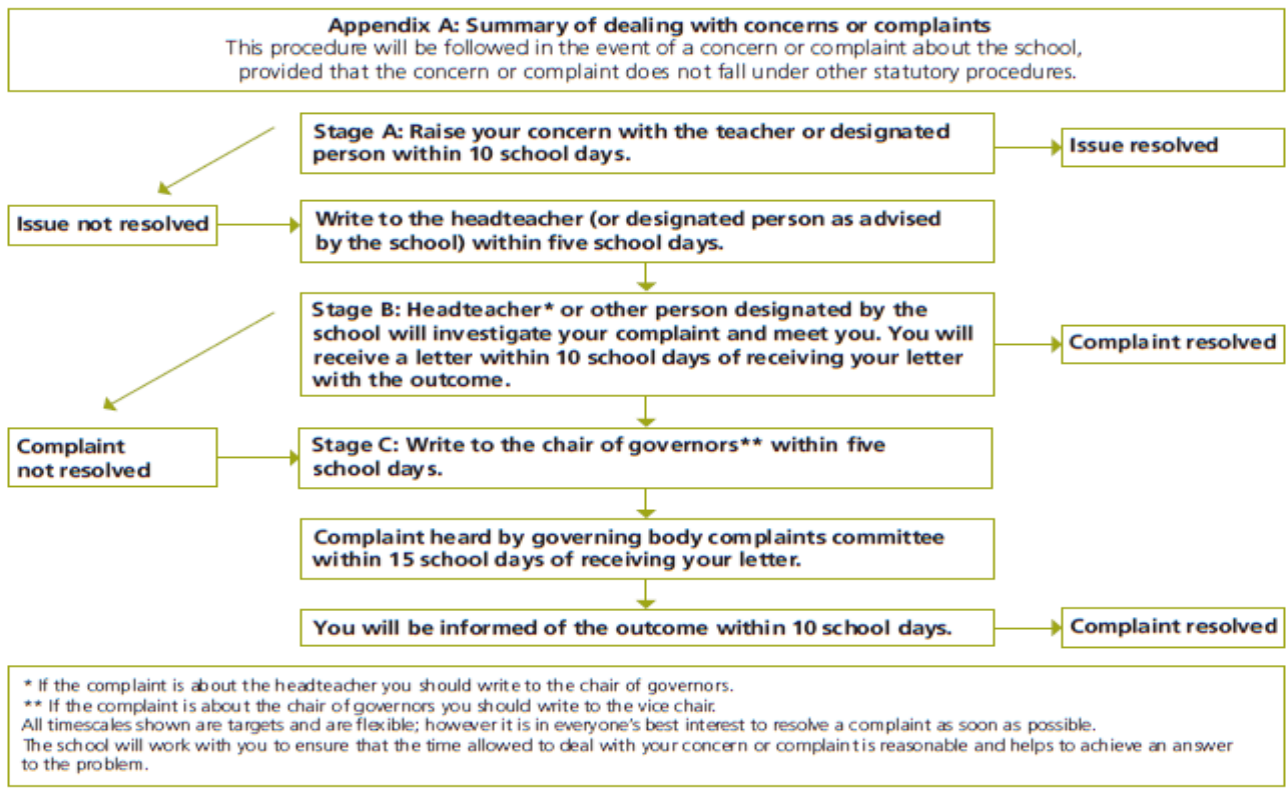
The code of conduct is the behaviour we expect from all our parents and visitors so that we can work together to ensure a safe and positive environment for our school community.

What do we expect?

We expect parents and visitors to show RESPECT for others by:

- Supporting the respectful ethos of our school.
- Setting a good example in their own speech and behaviour towards members of the school community.
- Working together with staff for the benefit of all children.
- Making an appointment to solve any concerns and seek to clarify your child's view of events with the schools view in order to bring about a peaceful solution.
- Correcting own child's behaviour, where it could otherwise lead to conflict.
- Respecting the school environment, including keeping the school tidy and clean.
- Following the parking rules and doing the right thing when delivering and collecting children from school.
- Using social media such as Facebook responsibly, meeting with the Headteacher to discuss concerns rather than posting comments online.

APPENDIX B SUMMARY OF DEALING WITH CONCERNS OR COMPLAINTS



Complaints procedures for school governing bodies in Wales
 Guidance document no: 011/2012
 Date of issue: October 2012



APPENDIX C COMPLAINTS FORM

