


Ysgol Mynydd Isa

Vision	Core Values (Standards)
Learning together-succeeding together	> Moving forward e.g. encouraging resilience through challenge
Mission	> Respect e.g. valuing self, others and the community
Believing in all	> Caring e.g. nurturing self esteem in a safe environment > Happy e.g. taking on every challenge with a smile > Together e.g. supporting all in an inclusive learning community

POLICY FOR: Complaints

Approved On:	21/3/19
Next Review:	March 2022
Signed	A.Davies 

Complaints

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships with all parents and others. However, we are obliged under Section 39 of the School Standards and Framework Act to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We are aware that under the Education Act 1996 parents have the right to complain directly to the LA about any matter relating to the school's curriculum and any issue relating to the general educational that we provide.

We have a duty to publish the complaints procedure in the school handbook and on the school website with hard copies available from the school office.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- To work with other schools to share good practice in order to improve this policy.

Procedure

Role of the Governing Body

The Governing Body has:

- a duty to have in place a complaints procedure;
- delegated powers and responsibilities to the Headteacher to ensure all school personnel and visitors to the school are aware of and comply with this policy;
- responsibility for ensuring that this policy is made available to parents;
- responsibility for the effective implementation, monitoring and evaluation of this policy

Role of the Headteacher

The Headteacher will:

- ensure all school personnel, pupils and parents are aware of and comply with this policy;
- work closely with the coordinator;
- monitor the effectiveness of this policy;

General Complaint

As seen in Plan of System – General Complaints.

Complaint against the Head Teacher

As seen in Plan of System – Complaint against the Head Teacher.

Complaint regarding the Curriculum and General Educational Provision

All curriculum and general educational provision complaints will be dealt with by the LA in line with their set complaints procedures.

Raising Awareness of this Policy

We will raise awareness of this policy via:

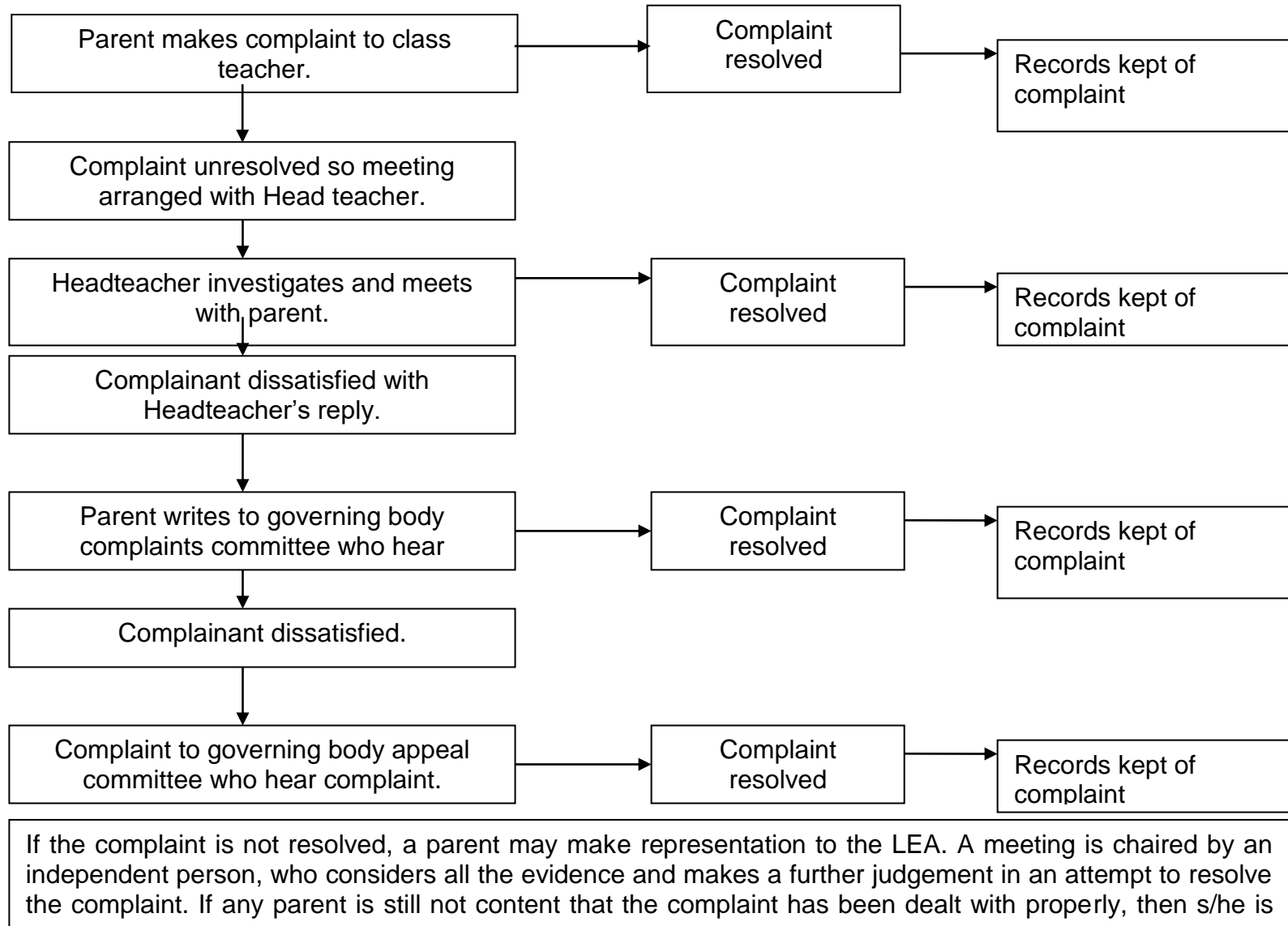
- the School Handbook/Prospectus
- the school website
- the Staff Handbook
- meetings with school personnel
- reports such annual report to parents and Headteacher reports to the Governing Body
- information displays in the main school entrance

Monitoring and Review

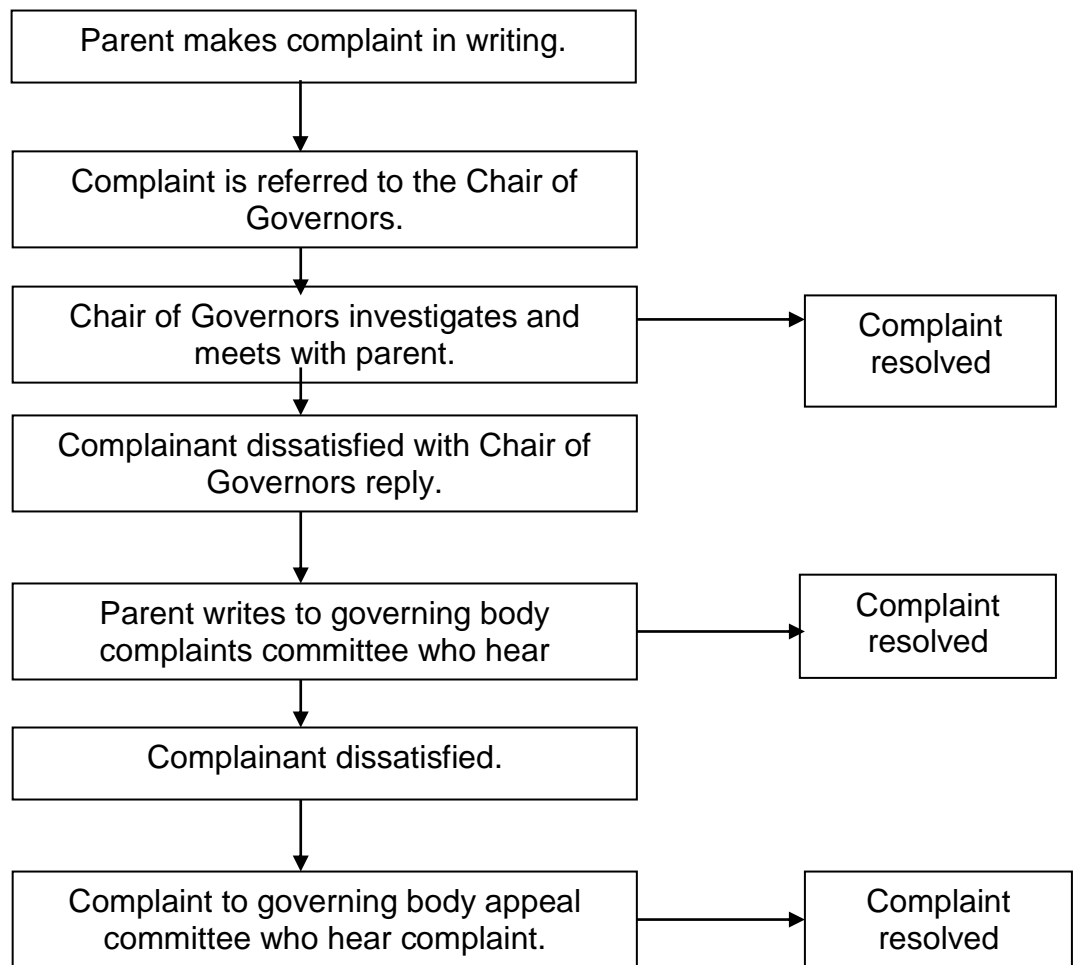
- The Headteacher logs all complaints received by the school and records how they were resolved.
- Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

Headteacher:		Date:	
Chair of Governing Body:		Date:	

General School Complaints



Complaint against the Headteacher



If a complaint is not resolved, a parent may make representations to the Local Authority.

*Records are kept via governors minutes