Iveson Primary School Complaints Policy

This Policy was devised by the Senior Leadership Team in the Spring Term of 2023 and is based on the model policy from Leeds children and families' services. It was approved by the Governors on the 28th February 2023 and reviewed on the 25/11/25. The next review will be in the Autumn Term of 2027 unless legislation supersedes this. This document should be read in conjunction with the Red Kite Alliance Positive Communications Charter.

1. This policy statement sets out Iveson Primary School's approach to dealing with concerns and complaints. Further details of how we handle them are contained in our procedures document, Iveson Primary Complaints Procedure, which you can obtain on the school website or on request from the school office.

2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

3. We welcome feedback on what parents and others feel we do well, or what we could improve on, as a school. We will consider carefully all feedback, whether positive or negative, and, if appropriate, will review our policies and practices accordingly.

4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should **not** be expressed inappropriately or in front of pupils.

5. All school staff and members of the governing body, will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with concerns and complaints, to which they will have access as required. The policy is available on request and also on the school's website.

6. The school's procedures will be reviewed regularly and updated as necessary.

7. Staff and governors will receive training in handling concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.

8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint once all the stages of the school's procedures have been exhausted, if this appears to be appropriate.

9. The government and the local authority advocate resolution of concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the local authority in advising parents (other complainants) and schools on the handling of concerns and complaints is set out in the school's procedures.

Appendix One

Red Kite Alliance
Positive Communications Charter

As a group of over 50 schools across the region, we are committed to listening and engaging positively with our wider community for the benefit of the young people in our care.

As a Red Kite Alliance school, we follow these principles when responding to any issues raised by parents and carers or other members of the wider community:

1. **To maintain effective working relationships with our community, we ask that all dialogue (both written and verbal) is considerate and respectful.**

   We understand that some concerns may cause a negative emotional response. We will handle these situations with respect, support and compassion. However, we reserve the right to end any interactions that are abusive or threatening.

2. **We promise to respond to all complaints within two working days (during term time only).**

   This response should confirm that your concern has been received and may include a plan to discuss your concern at a scheduled meeting. Please avoid raising concerns via social media as this can complicate matters and make it harder for the school to respond effectively.

3. **Your concern will be co-ordinated by the most appropriate, available member of staff.**

   This may not be the specific person for whom you have asked.

4. **Meetings with staff will only take place when an appointment has been scheduled**.

   All our staff have responsibilities throughout the school day and are not available on demand.

5. School level decisions are made in the best interests of all children and young people.

Some concerns raised will only require minimal discussion as they are decisions that all schools are reasonably and lawfully allowed to make without parent or carer approval.

6. Complaints will be managed in line with our Complaints Policy

This policy explains the step-by-step complaints process and a copy is available on the school website. When a complaint has been through all our levels of response, that signals the end of the process as far as the school is concerned. We ask that our community respect this.