















**Belong- Believe- Be the best you can be!**

### **Our Vision for Tre Uchaf Primary School**

*Everyone belongs to our school family. We encourage all our children to believe in themselves and to be the best they can be! We will nurture, empower and inspire children, value their contributions, and give them every opportunity to shine. We will help them to build confidence, knowledge and a love of learning. Together they will learn today for a better tomorrow!*

### **School Aims**

***We aim to help our pupils to .....***

-  Respect themselves, each other, adults and the environment
-  Be confident in the basic skills of speaking, reading, writing and mathematics
-  Know how to find the information they need
-  Gain practical skills which will help them in their lives
-  Get along well with each other
-  Be honest and kind
-  Celebrate the Welsh culture and use the Welsh language
-  Know about and contribute to their local community and the wider world
-  Be safe, fit, happy and healthy
-  Understand their own feelings and be confident in saying how they feel
-  Enjoy new challenges, new people and new places and to appreciate diversity
-  Become more independent and responsible as they grow older

**This policy is based on the Local Authority policy for Complaints and has been adopted by Tre Uchaf Primary School in agreement with the Governing Body.**

***Tre Uchaf Primary School is committed to dealing effectively with complaints. 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 policy does not cover complaints about the following;

- The Curriculum
- RE and Collective Worship
- Admissions
- Exclusions
- Staff Grievance
- Teacher Capability
- Staff Disciplinary
- Child Protection issues
- Complaints about an individual or organisation not under school governance
- Potential criminal behaviour
- Complaints relating to pupil behaviour outside school
- Complaints relating to staff behaviour outside 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.

The Governing Body will adopt the Complaints Procedures for School Governing Bodies in Wales Guidance document no: 011/2012 Date of issue: October 2012

## **2. 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.

## **3. Have you asked us yet?**

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

## **4. 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. We

will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining.

## **5. 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 all 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 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. Examples of these concerns are listed above.

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. They will be stored electronically on HWB, Headship Team area under complaints.

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'.

## **6. Answering your concern or complaint**

The chart in Appendix A shows a summary of what may happen when you make a complaint or raise a concern. There are up to three Stages: A, B and C. Most complaints can be resolved at Stages A or B. You can 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 complainant is a pupil it is reasonable for the 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.

If you are a pupil and wish to raise a concern or bring a complaint we will ask for your permission to involve your parent(s) or carer(s).

## **Stage A**

If you have a concern, you can often resolve it quickly by talking to a teacher or the head teacher. You should raise your concern as soon as you can; normally we would expect you to raise your issue within five 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, you can raise your concerns with your school council representative, class teacher, a teaching assistant, deputy head teacher or head teacher. This will not stop you, at a later date, from raising a further complaint if you feel that the issue you have raised has not been dealt with properly.

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

The person overseeing your concern or complaint, usually the head teacher or the deputy head teacher, 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 head teacher.

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 B**) that you may find useful. If you are a pupil, a member of staff can explain the form to you, help you complete it and give you a copy.

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

The head teacher (or Chair of Governors if the complaint is about the head teacher) 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 ten school days of receiving your letter. The head teacher (or Chair of Governors if the complaint is about the head teacher) will complete the investigation and will let you know the outcome in writing within ten school days of the meeting.

## Stage C

It is rare that a complaint will progress any further. However, if you still feel that your complaint has not been dealt with fairly, 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 may be asked to clarify, in writing, a summary of your complaint.

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 fifteen 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, normally the Chair of the Complaints Committee, will agree a new meeting date with you.

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 ten 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 i.e. there will be no appeal to the final outcome.

## 7. Special circumstances

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

i. **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.

ii. **The Chair of Governors or head teacher 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.

iii. **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.

iv. **The whole Governing Body** The complaint will be referred to the clerk to the governing body who will inform the head teacher, Chair of Governors and Local Authority. The authorities will usually agree arrangements with the Governing Body for independent investigation of the complaint.

v. **The head teacher** The concern or complaint will be referred to 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.

## **8. 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 pupil 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.

Signed by Chair of Governors on behalf of the governing body:

Signed.....**R. Rees** .....Chair of Governors. Rachel Rees 4.12.21

Signed.....**L. Davies**.....Headteacher Louise Davies 4.12.21

Review date: December 2023

**APPENDIX A**  
**Summary of our Complaints Procedure**  
**STAGE A**

Talk to a teacher or the head teacher within five school days of the incident  
(or if you are a pupil talk to any member of staff you feel comfortable with)



We will try to put things right within five school days and will let you know what we  
are doing about it



**STAGE B**

Write a letter to the head teacher (or Chair of Governors if it is about the head  
teacher) within five days of our response to your complaint (You can use the form on  
our website if you like)



You will be invited to a meeting within ten days of us receiving your letter



We will write to you within ten days of the meeting telling you what we are going to  
do about your complaint



**STAGE C**

Write to the Chair of Governors asking for your complaint to be passed on to the  
Complaints Committee



The Complaints Committee will arrange a meeting with you within fifteen days of  
receiving your letter



The Complaints Committee will write to you within ten school days to tell you what  
we are going to do about your complaint

***Complaints about the head teacher will go straight to STAGE B***  
***Complaints about Governors will go straight to STAGE B***  
***Complaints about the Chair of Governors and the head teacher***  
***will go straight to STAGE C***  
***Complaints about the whole Governing Body will go straight to***  
***the Local Authority***

## **APPENDIX B**

### ***Tre Uchaf Primary School STAGE B Complaint Form***

***You can use this form for your complaint or you may write a letter.***

***Please note that STAGE A of our complaints procedures requires you to approach the head teacher or a teacher informally before progressing to STAGE B.***

<b><i>Name;</i></b>	<b><i>Date;</i></b>
<b><i>Please state who you have complained to, and when, at STAGE A</i></b>	
<b><i>Please describe the incident or issue about which you are complaining, giving dates and times if possible</i></b>	
<b><i>Please state what you think should be done to put things right</i></b>	
<b><i>This complaint is for the attention of THE HEAD TEACHER THE CHAIR OF GOVERNORS (please indicate which one)</i></b>	<b><i>We will invite you to a meeting about this complaint within ten school days</i></b>
<b><i>Signed;</i></b>	
<b><i>circle</i></b>	<b><i>Parent Pupil – please</i></b>



***Please send this form into school via the office for the attention of either the head teacher Mrs Davies or the Chair of Governors Mrs Rachel Rees.***