



**Barkway VA Church of England First School**  
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A COLLABORATION OF CHURCH FIRST SCHOOLS

# Complaints Policy and Procedure

Barkway VA Church of England First School

Updated: February 2016

Section 29 of the Education Act 2002 requires all maintained School Governing Bodies to adopt and publicise a complaints policy and procedure for Parents. This document sets out the policy for dealing with concerns and complaints and should be read in conjunction with Barkway School's complaints procedure.

This policy should be used for:

- Concerns and complaints relating to the schooling of your child
- Concerns and complaints about the education and care provided to children at Barley School.
- Concerns and complaints about Barkway school's operational arrangements

This policy is limited to matters which can reasonably be investigated and therefore concerns and complaints should relate to matters which have occurred within the last 12 months.

## Our aims

- Your concern or complaint will be dealt with honestly, politely and in confidence
- Your concern or complaint will be looked into thoroughly and fairly
- If your concern or complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 school days

## Purpose

The school's values are concerned with meeting the needs of pupils, parents and other stakeholders. The Governing Body believes that feedback is an important ingredient in self-evaluation and raising standards. It is our aim that all stakeholders feel that their concerns or complaints can be voiced and will be considered seriously.

It is important to set out the difference between a concern and a complaint. A concern can be defined as a cause of worry, whilst a complaint can be defined as an expression of dissatisfaction.

Barkway School takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints. The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavour to resolve issues on the spot. Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

### Applicability

The policy shall apply to all employees and Governors of the school. It is the shared responsibility of the Headteacher and the Chair of the Governing Body to ensure that these groups are made aware of the policy and procedure.

### Complaints Procedure

The formal complaints procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. Below sets out the courses of action to be taken; a full procedure document can be obtained from the school office.

