



# Comments, Complaints and Compliments Policy



Updated February 2020

St Saviour's School is a caring learning community that is built upon positive relationships based on mutual respect and trust. We aim to work in partnership with our families and all those who are part of our school community to create a successful future for every child.

We believe that our school provides a high-quality education for all our pupils, and that the Headteacher and all the staff work very hard to build positive relationships with all pupils, parents and members of our community. In this spirit, we actively and regularly encourage and arrange opportunities for pupils, parents and members of our community to provide feedback about the school and the education we provide for the children in our care.

This policy outlines some of the procedures in place to enable people to give us feedback in the form of comments, compliments or complaints about our organisation.

### **Aims and Objectives**

We are always interested in hearing the views of pupils, parents, carers or other members of our community, as these comments help us to:

- Continue to improve successful aspects of our school.
- Find out more about what you need or would like the school to provide.
- Identify possible problems or areas of concern early, so that these can be addressed quickly and effectively, without the need for a complaint to be made.
- Investigate complaints or areas that you have found unsatisfactory and take appropriate action.

### **General Comments and Compliments**

Suggestions, ideas, reflections and other comments are most welcome. If you are pleased with something we do or have done, we would also appreciate hearing from you.

You can make comments or compliments by speaking in person, emailing or writing to staff with whom you have direct contact, the Headteacher and/or the Director of Education. We provide "Comments, Complaints and Compliments" cards in the main entrance porch which can be completed anonymously and posted in the adjacent box.

Our pupils are always reminded to share any concerns or worries directly with their class teacher, a member of the leadership team or any member of staff with whom they feel comfortable to speak. Each class also has a comment box where children can report any concerns anonymously for discussion during class council meetings.

In addition, we arrange regular more formal opportunities to gain feedback, which include:

#### *Pupils*

- Class discussions/Circle Times
- School and Class Council Meetings
- Pupil Questionnaires

#### *Parents and Carers*

- Parent consultations
- Feedback slips during events like Open Day, or on report reply slips
- Parent Questionnaires/Surveys
- Parent Forums.

### **Complaints**

Our aim is to get things right first time and to address any issues as soon as they arise. However, if you feel that something is unsatisfactory, we want you to let us know promptly, so that we can do something about it.

We aim to be fair, open and honest when dealing with complaints, giving due consideration to all the facts and dealing with them as swiftly as possible. We aim to resolve any complaint through

dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We will always provide sufficient opportunity for any complaint to be fully discussed, and then resolved. We aim to report our findings and record the action/s we have taken or intend to take. If appropriate we will amend policies and procedures in order to prevent the issue from arising again in the future.

### **Making a Complaint**

If a parent/carer is concerned about anything to do with the education of their child they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress. They always want to know if there is a problem, so that they can take action before the problem affects the child's progress or well-being.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or believes that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Phase Leader or the Deputy Headteacher. The Phase Leader/Deputy Headteacher will log the complaint, and speak to the Headteacher. However, if a parent feels the concern is of a sufficiently serious nature, or are unhappy with the outcome of the meeting with the Phase Leader or Deputy Headteacher, they should make an appointment with the Headteacher.

Appointments with the Headteacher can be made by speaking to the School Secretary in person, by telephone, or by email. Drop-in meetings/phone calls are not always possible, but we always try to arrange a meeting/call back as soon as possible.

The School's Leadership Team considers any such complaints very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

### **Written Complaints**

If a parent/carer is not satisfied with the outcomes of discussions and wishes to make a formal complaint, this must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Headteacher.

We will aim to consider all written complaints promptly following receipt. We will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that s/he can explain their concerns in more detail. The school gives the complainant as much notice as possible for the meeting.

Should the complaint involve a member of staff, a subsequent meeting will be set up to discuss the issue with the complainant and the member of staff involved, in an attempt to resolve any issues and to plan a way forward.

If the complainant does not feel that the problem has been resolved, they should submit a formal letter of complaint to the Department for Education. The complaint must be made in writing to the school's Professional Partner, whose details can be obtained from the Education Department, the nature of the complaint and explaining how the school has handled the situation to date should be recorded.

Should a parent/carer have a complaint about the Headteacher, s/he should first contact the school's Senior Adviser at the Education Department (Tel: 01534 445504) to discuss this further.

**Please also refer to the Government of Jersey Customer Feedback policy available online at: <https://www.gov.je/government/comments/Pages/index.aspx> for further Compliments, complaints, comments and suggestions information.**

**Monitoring and Review**

The Senior Leadership Team monitors the comments, compliments and complaints procedures and policy, in order to ensure that all issues are handled properly.

All complaints received by the school are recorded along with information about how they were resolved as part of the Government Customer Feedback Policy.

To be updated by February 2022