

# Pensby Primary School



## Policy for Complaints, Discipline and Grievance

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# POLICY ON COMPLAINTS, DISCIPLINE AND GRIEVANCE

## POLICY STATEMENT

At Pensby Primary School, all complaints, discipline and grievance issues are considered to be a high priority, whether the issues arise within the school staff or from other partners of the school, they are treated equally and swiftly.

### ***Aims:***

- To deal with any issues quickly.
- To ensure the correct policy guidelines are followed in dealing with any issues.
- To ensure all staff and external partners of the school have a voice that is heard and responded to with respect and consideration.
- To ensure that the day to day staffing of the school runs smoothly.
- To follow standard Wirral Local Authority procedure.

### ***Conclusion:***

In following the correct procedures for complaints, discipline and grievance we strive to resolve any issues quickly and efficiently.

### ***Grievance Procedure:***

Wirral Local Authority grievance procedure has been adopted by the Governing Body for use within the school. The Governing Body will/has formed its own sub groups for this purpose. Whilst it is intended that matter may be resolved in-house with sensitivity and equity, advice is sought from the appropriate specialists in Human Resources when appropriate.

### ***Discipline Procedure:***

Wirral Local Authority discipline procedure has been adopted by the Governing Body for use within the school. The Governing Body will/has formed its own sub groups for this purpose. Whilst it is hoped that matters can be resolved in-house through verbal dialogue with the Headteacher, advice is sought from the appropriate specialists in Human Resources.

### ***Complaints Procedure:***

As far as complaints about the conduct and the curriculum of the school are concerned the Governors have adopted the model recommended by Wirral Local Authority, and the Prospectus for Parents makes reference to procedure, while noting there is a separate procedure for Special Educational Needs matters.

The school intends, through attentive monitoring of its work and relationships, and through effective liaison with parents and others, to minimise dissatisfaction and to respond promptly and effectively to concerns. It is important to us that parental concern, especially those regarding children's welfare should be communicated to us at an early stage. It is the intention to create explicitly and implicitly the climate in which this will happen. We see this climate as informing the ethos of the school.

The school should be the first recipient of complaints and the Head and Staff colleagues will always be available to deal with complaints of an urgent or serious nature. These will be resolved as quickly as possible, consistent with the needs of gathering full information on which to form judgements and devise responses. It is the aim to resolve complaints or concerns whenever possible on the same day of the school being notified. Should this procedure not satisfactorily resolve matters, the

involvement of the Governing Body in the person of the Chairperson and/or Governors sub groups will be initiated.

No home phone numbers should be divulged under any circumstances. Complaints to the Chair of Governors should be put in writing and sent via the school office.

Complaints of a formal nature relating to the curriculum are dealt with according to the formal procedures laid down in the appropriate section of the Education Reform Act 1988 (Section 23).