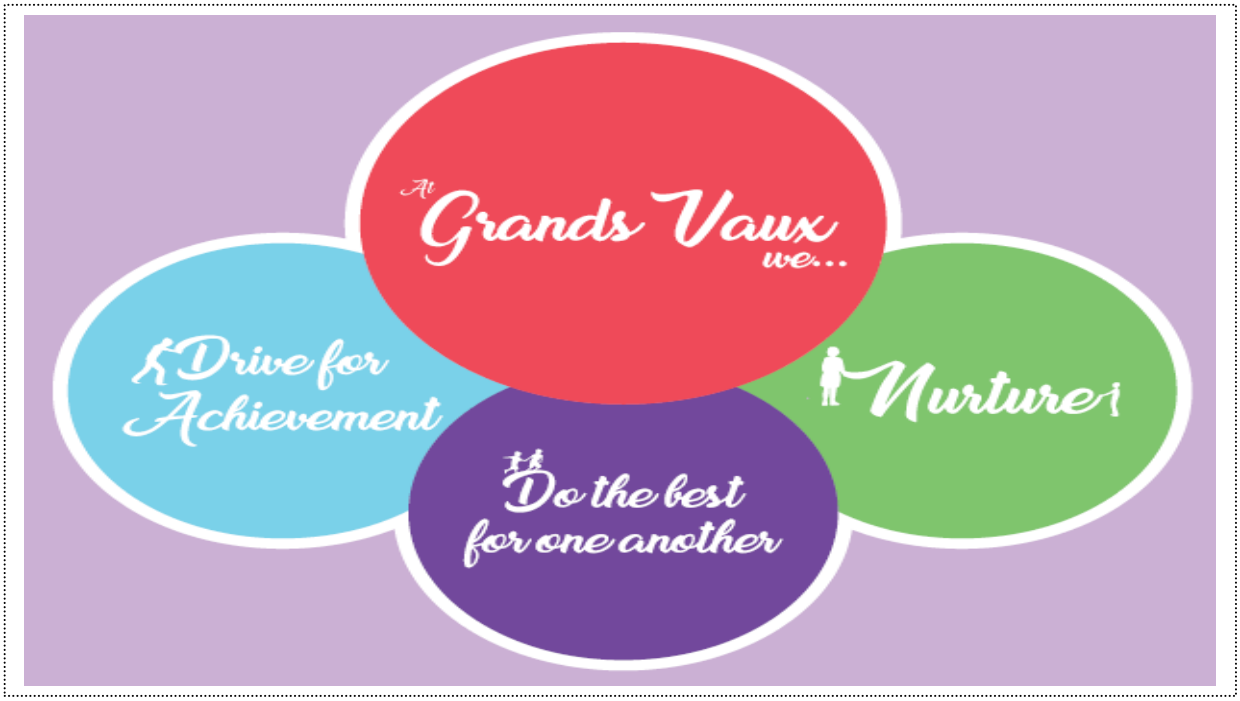
Comments, Compliments and Concerns



Agreed: ……..…… Review Date: …….

Comments, Compliments and Complaints Policy

All the staff at Grands Vaux work very hard to build and nurture positive relationships with all within our community.

To that end we have the following priorities:

High expectations.

Our rules for all explain the high expectations we have for each other and ourselves.

Positive Engagement.

Building supportive relationships are crucial in a successful school. Close working relationships between home and school are vital in supporting learning. Parents/carers in partnership with school must actively share in our children's education, I know that in order for school to be a positive and rewarding experience for learners we must work in partnership

***Highest quality effective teaching*.**

Through ongoing professional development and high quality reflection we shall continue to build the excellent team at Grands Vaux Primary School. This will ensure we are able to meet the needs of all our pupils to achieve their full potential in their academic, creative, personal, physical, moral and spiritual development. With these in mind this policy outlines how you can congratulate us when we do the job well but likewise, despite our best efforts to minimize it, we may sometimes get things wrong.

The following policy sets out the procedure that the school follows in such cases.

Aims and objectives

The views of parents/carers, children, volunteers, visitors and staff are all important. It is important that we listen so we can continue to focus on areas that work well and address any areas that need improvement. In listening to you we can;

- continue to improve successful aspects of our school
- find out more about what you need
- identify possible problem areas before you feel you need to make a complaint
- investigate areas that you have found unsatisfactory and to take action to stop the same thing happening again

General comments

Suggestions, ideas, reflections and other neutral comments are most welcome. You can email, speak in person or write to the staff or the Headteacher.

Compliments

If you are pleased with what we do and you think we have made a difference we would like to hear from you. You can make comments or compliments either by speaking or writing to the staff with whom you have direct contact, the Headteacher and/or the Chief Officer for Education.

The complaints process

We do aim to get things right from the beginning, but if we do not, we want you to let us know so that we can do something about it. Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal 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 provide sufficient opportunity for any complaint to be fully discussed, and then resolved. We aim to report what we find and what action we have taken or intend to take and where appropriate learn from our mistakes and endeavour to stop the problem happening again.

If a parent is concerned about anything to do with the education that we are providing at our school, 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 seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Key Stage Lead (member of the school's Leadership Team).

If you feel the concern is of a sufficiently serious nature, please make an appointment with the Deputy Headteacher or Headteacher. These appointments can be made at the office or over the telephone as drop-in meetings are not always 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.
If a parent wished to make a formal complaint, this complaint 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 complaint in more detail. The school gives the complainant as much notice as possible. Should the complaint involve a member of staff a subsequent meeting will then be set up to discuss the issue with the complainant and the member of staff in an attempt to resolve any issues and a plan to move forward.

If the complainant does not feel that the problem has been resolved they should then submit a formal letter of complaint to the Children, Young People, Education and Skills (CYPES) department. The complaint must be made in writing, stating the nature and how the school has handled the situation to date, to the Chief Officer for Education.
Contact information for your reference: Children, Young People, Education and Skills Department

Phone: 01534 445504
Email: education@gov.je

Should a parent have a complaint about the Headteacher, s/he should first make an informal approach to the schools Senior Adviser, Tracey Moore , who is linked to CYPES.

More information about raising a concern can be found here:
https://www.gov.je/Education/Schools/ChildsWelfare/Pages/RaisingConcern.aspx#anchor-4

Monitoring and review
The Leadership Team monitors the comments, compliments and complaints procedure, in order to ensure that all issues are handled properly.
The Headteacher logs all written complaints received by the school and records how they were resolved. This information is included in the annual School Evaluation Form (SEF) and considered by the Review Team who monitor schools.

CHANGE HISTORY

Version	Date Issued	Issued by	Reason for Change	Presented To	Approved by:	Date

0.1	Sept 2018	M.McCool	NEW POLICY	Staff	M.McCool	Sept 2018
0.2	Sept 2021	M.McCool	Updated information, change to Senior Adviser linked to school	Website	M.McCool	Sept 2021