

GREENLANDS COMMUNITY PRIMARY SCHOOL



Dawnay Road,
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Complaints Policy

The school's general policy for complaints is found in the School brochure.

Complaints or allegations made against staff members should be made in person/letter to the Headteacher who will record the key details in a specific diary prior to investigating it/ them. The Head will arrange to meet you again in a few days time to report back on the findings with a view to sharing a suggested course of action.

If parents are not satisfied with this feedback they are made aware that they are entitled to report the issue to the Chair of Governors or the LEA. A similar course of action would occur if the original complaint was about the Head and not a different member of staff. Under these circumstances the names of the Chair of Governors and our LEA School Adviser (Mrs C Davies) are then given to the relevant person making the complaint.

Other relevant DfE guidance:-

- 1) All complaints about the use of force should be thoroughly, speedily and appropriately investigated.
- 2) Where a member of staff has acted within the law – that is, they have used reasonable force in order to prevent injury, damage to property or disorder – this will provide a defence to any criminal prosecution or other civil or public law action.
- 3) When a complaint is made the onus is on the person making the complaint to prove that his/her allegations are true – it is **not** for the member of staff to show that he/she has acted reasonably.
- 4) Suspension should not be an automatic response when a member of staff has been accused of using excessive force. Schools should refer to the “Dealing with Allegations of Abuse against Teachers and Other Staff” guidance where an allegation of using excessive force is made against a teacher. This guidance makes clear that a person should not be suspended automatically, or without careful thought.
- 5) Schools must consider carefully whether the circumstances of the case warrant a person being suspended until the allegation is resolved or whether alternative arrangements are more appropriate.
- 6) If a decision is taken to suspend a teacher, the school should ensure that the teacher has access to a named contact who can provide support.
- 7) Governing bodies should always consider whether a teacher has acted within the law when reaching a decision on whether or not to take disciplinary action against the teacher.
- 8) As employers, schools and local authorities have a duty of care towards their employees. It is important that schools provide appropriate pastoral care to all members of staff



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