Janvrin School

Compliments and Complaints Policy

Reviewed May 2026

Janvrin School is a school community that endeavours to build positive relationships with all within our community, as well as visitors and those in the wider community. These relationships are based on mutual respect and trust.

All staff recognise and strive to ensure that there is always good communication with parents, carers, families and the school community as a foundation towards building good understanding, honesty and transparency. This is done with the aim of ensuring the best outcomes for all of the children in the school.

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 Group Director of Education (CYPES). We are also aware of social media postings from our parents about the school.

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

- Class discussions/Circle Times
- Lunchtime Clubs with SENCo and Pastoral staff
- Pupil Surveys and interviews with staff
- Parent – teacher consultations and Termly Reports
- Parent Questionnaires/Surveys

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 respond to this promptly and effectively.

- 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.

Important Guidelines to Keep in Mind

- Timeframe: Formal complaints should generally be raised within 12 months of the incident occurring.
- Confidentiality: Complaints should not be shared publicly on social media while the investigation is ongoing.
- Anonymous Complaints: Schools do not typically investigate anonymous complaints, though the Headteacher may use discretion if the issue involves safeguarding.

Making a Complaint

If a parent/carer or visitor is concerned about anything to do with the education of their child or events and organisations within the school, they should, in the first instance, discuss the matter with their child's class teacher; or report this directly to the main office.

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 one of the senior leaders or the Deputy Headteacher.
The Senior Leader/Deputy Headteacher will log the complaint and speak to the Headteacher.

However, if a parent/carer feels the concern is of a sufficiently serious nature or are unhappy with the outcome of the meeting with the Senior 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.
This will then be logged on the Customer Feedback Policy in line with Government of Jersey policy.

- 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 Government of Jersey using the Customer Feedback Policy https://www.gov.je/Education/Schools/ChildsWelfare/pages/raisingconcern.aspx

Both the nature of the complaint and explaining how the school has handled the situation to date can be recorded.

As a government provided primary school, we do not have a board of governors. Therefore, if your complaint is about, or involves, the Headteacher, please contact the CYPES Department via education@gov.je or 01534 445504 who will forward your complaint to the Senior Advisor linked to the school.

Contact

Children, Young People, Education and Skills Department
T 01534 445504
F 01534 445524
E education@gov.je

In accordance with the discrimination (Jersey) Law 2013, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

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. The Headteacher logs all complaints received by the school and records how they were resolved in line with the Government of Jersey Customer Feedback Policy.

Further information: Customer Feedback Policy.gov.je

https://www.gov.je/Education/Schools/ChildsWelfare/pages/raisingconcern.aspx