

The Headteacher may ask you to come to see her and then write to you afterwards. Or, we may go ahead and investigate the complaint and send you a full written explanation of how the matter was investigated and what action will be taken. If we do not think your complaint was a fair one, we will tell you so and why. If the Headteacher thinks you had a good reason to write in, she will tell you what has been done to put things right. This will be done within ten school days. We will tell you if it is going to take longer.

If your complaint is about the Headteacher, you should send your letter or complaints form to the chair of governors, who will get back to you to say what will happen next.

Stage 2 – referral to the Governing Body of the school

If your complaint has not been resolved at stage one, you will need to write to the chair of governors within five school days of getting the letter from the Headteacher and explain why you are not satisfied. The chair will write to you to say the complaint has been received and will explain what will happen next. The Governing Body may need to meet to discuss the problem. This will also be the case if your complaint is about the Headteacher. This stage should be completed within 14 school days – you will be told if it will take longer.

Stage 3 – the Department for Education (DfE)

Nearly all complaints are dealt with by stage two at the latest. But if you are unhappy with the way the school has dealt with your complaint you may be able to approach the Schools Complaints Unit (SCU) of the DfE to intervene. This will only happen if the Education Secretary finds that the school has acted unreasonably or incorrectly under the law. Guidance on how to approach the DfE can be found on www.gov.uk/complain-about-school. Or you can ask your Citizens Advice to help you.



Guidance for parents – How to tell us about a concern or make a complaint

Why are we sending you this information leaflet?

On our school website, you will find a carefully written Complaints Procedure. It can be found within 'Policies' in the 'About Us' section. It is there because we are legally required to publish that document for you in full. But it is fairly lengthy and detailed, and you may not have the time to read it all just at the moment. This information leaflet is a quick guide for you, based on that full complaints procedure, about what to do if you are worried or dissatisfied with what the school is doing for your child.

What this guide does NOT apply to?

Before we go into the details, you need to be aware that there are some particular circumstances for which, *by law*, we have to follow different separate procedures. So if your concern or complaint is about:

- Admissions to the school.
- Special educational needs.
- Exclusions from the school.
- Child protection or child abuse.

Then when you contact us, you will be put in touch with the Headteacher. She will know what has to happen next and will explain that to you.

But, if your concern is not about one of the above, please read on!

First we would like to tell you how we feel about concerns or complaints

We want to hear from you, and the school will do all it can to:

Give you the opportunity to say what you feel.

Deal with your concern or complaint fully and fairly.

Stick to any time limits or deadlines we tell you, or if necessary explain why we need a bit more time.

Tell you how we have dealt with the problem.

Say so if we have got something wrong and learn by our mistakes.

Tell you what the next stage is, if you are not satisfied.

One more thing before we go any further...

You may well feel upset or cross because of something that has happened or not happened at school that you think is wrong. This we can understand – everyone with children has strongly protective feelings. But, should you be rude or threatening when you write to us or come to see us, this will not be tolerated. Your child is not allowed to behave badly in school. We believe we as school staff set an example to the children by always being polite, calm and courteous. We expect the same from you.

How to contact us

The informal stage – contacting the class teacher

Before you write or speak to us, think about Exactly what the problem or question is that is worrying you, so that you can explain it to us. What effect, if any, is it having on your child? What do you think needs to happen to make things clearer or resolve your concern?

Then talk to your child's class teacher

If you can make an appointment by phone, or by a note or through the school office to see the class teacher so that a time can be found which suits everyone, that is best. If not, your child's teacher is usually available after lessons finish at 3.15pm to see you. More often than not, they can help you straight away. But sometimes he or she will need to do some checking or ask advice from a senior member of staff and will arrange how and when to get back to you with an answer or to tell you what has to happen next. The teacher will always make a quick note of the date, time and what has been said so that we can refer back if necessary. The concern or complaint should be resolved within five school days.

You can take your complaint further, if you are not satisfied after going through the informal stage.

The formal stages (you will find these in much more detail in the complaints procedure on the website)

Stage 1 – referral to the Headteacher for investigation

If you have not been able to sort out your complaint informally, then you can refer the matter to the Headteacher. This must be in writing, and you can either use our complaints form – you can get a copy from the School Office - or you can send in a dated signed letter.