

Information for Parents

How to make a Comment, Compliment or Complaint



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We want to hear from you

We want all pupils and their families to be happy with the education they receive at our school and our staff try to do their best for everybody.

We welcome feedback from you, and your comments - either positive or negative - are helpful for future planning and improvement.

Letters, home school books, parents' evenings, review meetings and reports help to keep you up to date with what is happening and how your child is getting on at school.

However, you may want to talk to us about a particular aspect of the school that you are worried about or you may be unhappy about the way in which a member of staff has dealt with your child. Usually, we can deal with any problems informally, but unfortunately, this is not always possible and you may wish to make a complaint.

Whatever the issue, please come and talk to us so that we can sort it out.

Our promise to you

- your concern will be dealt with honestly, politely and in confidence
- your concern will be looked at thoroughly and fairly
- we will keep you up to date with progress at each stage of the process
- you will receive an apology if we have made a mistake
- you will be told what we are going to do to put matters right

How to make a complaint

We have adopted a formal procedure for dealing with complaints, a copy of the policy and procedures can be obtained from the school. We hope you never need to use it but our process has three stages:

Stage 1 - Informal

If you have a concern about anything we do you can tell us by telephone, in person or in writing (letter or email).

We hope that most complaints can be settled quickly and informally either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the teacher or another appropriate member of staff.

If the first person you talk to cannot help, then speak to the Head of Department, Deputy Headteacher or the Headteacher. The school will usually reply to you within a day or so, but always within seven days.

We should be able to sort out your concerns, but if this is not possible, you can take your complaint to the next stage.

Stage 2 - Formal

If you are not satisfied with the outcome of Stage 1, you can complain formally to the Headteacher, by completing a form which is available in the school office. The Headteacher will arrange to investigate your complaint and may invite you to the school to discuss the issue. When your complaint has been fully investigated, the Headteacher will respond to you in writing, normally within fourteen days of receipt of the form.

Complaints relating to the Headteacher

If your complaint relates to the Headteacher and is not resolved at the informal stage, you may write to the chair of governors outlining your complaint. The chair of governors will arrange to investigate the matter which will normally involve meeting with you to give you the opportunity to present your concerns and evidence verbally. The chair of governors will complete an investigation, within twenty one days of receipt of the formal complaint, and will inform you of the outcome in writing.

Review Process - relating to all members of staff, including the Headteacher

If you are not satisfied that the procedure has been followed correctly or feel that your complaint has not been addressed appropriately, you may request that the governing body reviews the Headteacher's or chair of governors' handling of the complaint. Any such request would need to be made in writing within fourteen days of receipt of the Headteacher's or chair of governors' letter to you.

The governing body's complaints committee will meet within twenty-one days of receipt of the request to review the details of the complaint and the evidence provided. The chair of the committee will send you a letter, within five days of the meeting, notifying you of the outcome of the review.

If we cannot resolve the problem within the timescale given, we will write to you and tell you why there is a delay and when we will be able to respond.

It is anticipated that the small number of complaints that may be referred to the committee can be resolved satisfactorily through this process. The committee's decision is final.

Your views are important

We are committed to providing excellent education at our school. The Headteacher, staff and governing body take all complaints very seriously and we will do everything we can to ensure that you and your children are happy with our school. Please keep talking to us!

Appendix 2

COMPLAINT FORM

Please use this form if you wish to complain about any aspect of school and/or to record discussion points from a meeting with a member of staff about issues you have raised.

Name

Address

Telephone (day): Telephone (evening)

Email address:.....

Please give concise details of your complaint to allow the matter to be fully investigated.

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Have you complained to the Headteacher? Yes / No

When did you do this? Date:.....

What happened when you complained to the Headteacher?

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What would you like us to do to put things right?

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Signed Date.....

Please return this form to the School Office for the attention of either the Headteacher or Chair of Governors