



Complaints, Comments and Concerns

Information for Parents

Our school would like to hear from you if you:

- are happy with the service it provides and would like to compliment the staff and its pupils;
- have any suggestions about how the school can improve the quality of its provision;
- have a complaint or concern;

All complaints will be taken seriously and given full and proper consideration.

Expressing Approval

When things go well, it is very helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for your child. Positive feedback really helps.

To express your approval you can write, telephone, e-mail or speak personally to staff concerned or the headteacher. Your words will be appreciated.

Expressing Concerns

Your child's school is committed to providing a high quality service for your child. Sometimes things may seem to go wrong which may lead you to express concerns.

Any concerns should be raised with the member of staff concerned or the headteacher in the first instance. If the headteacher considers it appropriate another member of staff may be asked to respond because they have a particular responsibility or are familiar with the circumstances that have caused you concern. We hope that this would be sufficient to resolve the difficulty.

Making a Formal Complaint

If it has not been possible to resolve a difficulty informally then you can ask to use the formal complaints procedure.

• **Step 1 - the headteacher**

Having discussed your concerns you may feel it necessary to inform the headteacher that you wish to make a formal complaint. You can do this by telephoning, writing a letter or arranging an appointment to meet him/her. You will receive a written response.

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• Step 2 - the governing body

If you are dissatisfied with the response you can make a formal complaint to the governing body. The school will provide you with a form that you can choose to fill in for this purpose.

The form will need to be sent to the Chair of Governors. Details of how the complaint will be investigated will be included with form.

You will receive a written response from the governing body.

You should not contact the Secretary of State for Education direct until Step 2 is complete.

• Steps 3 - The role of the Secretary of State for Education

If you think that the governors have failed to consider your complaint properly and reasonably, you can raise the matter with the Secretary of State for Education. However, it is important to understand that this is not a general right of appeal for any parent who disagrees with the governors' decision. If the governors have followed a proper procedure and considered the complaint reasonably the Secretary of State for Education will not reverse their decision.

If you wish to raise the matter with the Secretary of State for Education please write to:

The Secretary of State for Education
Department for Education
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

In your letter please explain:

- a) what your complaint to the governors was;
- b) what response they have made to it;
- c) why you think that the governors have not followed a proper procedure in considering your complaint, and/or;
- d) why you think that their consideration of it was unreasonable

Note:

This policy does not apply where the complaint may lead to disciplinary proceedings against a teacher or child protection procedures. These matters have separate procedures.

Date of Policy approval:

Date of Policy review:

Policy approved:

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[Insert signature]

[Insert signature]

Please print

Chair of Governors

[Insert date]

Please print

Headteacher

[Insert date]

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