

INFORMATION LEAFLET

West Heselton CE Primary School

Bringing your concern or complaint to the attention of the school

Introduction

This leaflet explains how you may complain about the school or any facilities or services that the school provides

Will I have to fill out any forms?

You do not need to fill out any forms to discuss your concern or complaint with either a member of staff, the Headteacher or the Chair of the Governing Body. If you are not satisfied with the outcome of your discussions you can then submit a formal complaint and this will have to be done in writing. The school's Complaints Procedure will tell you how to proceed and it includes a simple form to complete if you wish.

How do I let the school know that I have a concern or complaint?

Contact your child's teacher and let the school know as soon as possible that you have a concern or a complaint and give the school the opportunity to investigate the matter properly. Most concerns or complaints can be sorted out this way. Remember, do not leave it too long to report your concern because it can be difficult to investigate something that happened some time ago. It is also helpful if you can provide a short written statement of your concern or complaint. This will help to avoid any misunderstanding and provides a written record of your concern or complaint.

I think that my concern or complaint should be looked at by the Headteacher or the Chair of the Governing Body

Telephone or call at the school office and ask to make an appointment to see the Headteacher or the Chair. You will be able to take a friend or an adviser with you to the meeting but it is courteous to tell the Headteacher or Chair that you will be accompanied. The Headteacher/Chair may also wish to be accompanied at the meeting.

What if my complaint is about the Headteacher?

You will need to write to the Chair of the Governing Body at the school and explain your complaint. The Chair will investigate your complaint. This may include meeting with you. You may be accompanied at any meeting by a friend or adviser but it is courteous to tell the Chair that you will be accompanied. The Chair will then write to you with the outcome of his/her investigations.

What happens if I make a formal complaint?

The Headteacher or Chair or designated member of staff will investigate your complaint fully. This may include meeting with you to discuss the matter. You may be accompanied by a friend or adviser to any meeting. Once the investigation is completed you will be informed of the outcome in writing.

What if I am not satisfied with the outcome of the investigation?

You can write to the Clerk to the Governing Body at the school and ask that your complaint be considered by the Complaints Appeals Committee of the Governing Body. The Committee will not include any governor who was involved in the prior investigation of the complaint or who has prior knowledge of the complaint. The Clerk to the Governing Body will arrange a hearing by the committee and you will be invited to attend the hearing (with a friend or adviser) to explain your complaint.

The Clerk will write to you and make sure that you are kept fully informed and guide you through the procedure.

After the hearing the Chair of the committee will write to you and let you know the committee's decision.

If I am still not satisfied is there anything else that I can do?

Once the committee has made its decision then that is the final step in the school's Complaints Procedure. If you feel that the governing body has acted or intends to act unreasonably or that it has failed to discharge its duties then you can write to the Department for Education, Castle View House, East Lane Runcorn, Cheshire, WA7 2GJ.

Occasionally a committee may ask the Local Authority to review the process it undertook to resolve the complaint. The powers of the Local Authority are limited to looking at the process and expressing a view about the complaint and any means of resolving it. You will be informed if the committee decide to do this.