



Making a Complaint – A Guide for Parents



Making a complaint about school- a guide for parents

Every well-governed and well-managed school will, from time to time, have to deal with complaints from parents. This policy sets out the procedures the school will follow.

Background

It is in the best interests of pupils, parents and schools to work together and maintain good relations. However, there may be an occasion when parents wish to raise a complaint about the school. We take all concerns / complaints seriously and consider them to ensure we review our policies and practices accordingly.

How do I make a complaint?

Informal stage – dealing with concerns

Initially parents should address their concerns to the class teacher or another appropriate member of staff on an informal basis. This can be in person, by phone or in writing. The member of staff will work with the parent to try to resolve the issue. The parent may also wish to discuss the issue with the headteacher.

Stage one

If the parent is still not satisfied, if the complaint is a matter of school policy or if the parent feels it more appropriate, they can put their complaint in writing to the headteacher. The parents can do this by letter or filling in a complaints form which is available from school.

The complaint should be lodged as soon as possible but in any case no later than three months after the incident. The parent should receive an acknowledgement of their complaint within three school days. The head teacher will make sure a full investigation is carried out and a full response will be sent within fifteen school days.

Note: if your complaint is about the head teacher, you should send your complaint to the chair of governors for the school who will follow the same timescales for stage one.

Stage two

If you are still not satisfied after stage one, you can address your complaints to the governing body. This must be done in writing within **ten school days** of receiving the response from the headteacher or chair of governors.

A panel, made up of at least three governors with no previous knowledge of or involvement in the case, will be convened within **twenty school days**. The panel **will not hear the case again**. Instead, they will carry out a review of the investigation to make sure it has been carried out fairly and the correct procedure has been followed. The panel will tell you and the school what they have decided within **three school days**.

Department for Education

If you still remain unhappy with how your complaint has been handled, you can ask the secretary of state for education to review your complaint. You can find out more information through the Department for Education website www.education.gov.uk.

This process is summarised in the flow chart – ‘Dealing with Complaints Flowchart’.

If your complaint is about Admissions to school, statutory assessment of Special Educational Needs, school re-organisation proposals or matters likely to require a child protection investigation, please contact the local authority.

If your complaint is about services provided by external bodies using the school’s premises or facilities, please contact the providers directly.