



Salisbury Primary School

COMPLAINTS ABOUT SCHOOLS Procedure

THE FOUR STAGE PROCESS

Schools hope to resolve parents' concerns informally. If the school has been unable to do so, parents should take the following action.

Complaints about Schools

The Four Stage Process

Resolving complaints locally

Young people have a right to be treated with dignity, respect and valued for who they are and what they bring to their school.

As parents, you have a right to expect a high quality education service which seeks to increase the life chances of all pupils and students. You have the right to complain if you are not happy with the education your child receives from the Local Education Authority and its schools, but we acknowledge that sometimes there are difficulties.

Should you choose to complain, Newham schools will try to:

- investigate your complaint carefully
- recognise when a mistake has been made
- when appropriate, take action to prevent the problem happening again

Schools aim to deal with complaints in a way that is simple, fair, fast and satisfies your concerns.

This leaflet tells you how to follow through a complaint about something you feel has gone wrong in the school. Different education complaints are dealt with in different ways – see the ‘other complaints’ section on the back.

How to make a complaint

Stage one (Informal) – talk to the teacher or Family Support worker

As soon as you have a concern, talk to the teacher/Family Support Worker. Difficulties can often be sorted out very quickly in this way. The best person might be the class teacher. If you are unsure who to contact and how, ask at the school office. You may need an appointment. Please do not try to see the teacher during the school’s teaching day when they are taking or preparing lessons.

It is hoped you can reach an agreement that satisfies you and the school. If you cannot, then you can go to stage two.

Stage two – Formal (*If unresolved at stage 1*)

Meet the head teacher

This can only happen if you have been through stage one; however schools do recognise that some complaints may go straight to the head teacher because of the nature or seriousness of them.

The school office will arrange for you to meet with the head teacher or another senior member of staff, who will investigate the complaint. The school will write to you within five working days of the meeting, setting out its response.

It is hoped that the decision will satisfy you. However if you cannot accept what the school says, then go to stage three.

Stage three – Formal (*If not resolved at stage 2*)

The Chair of Governors (*The Vice Chair in the absence of the Chair*)

The complaint goes to the Chair of Governors. This can only happen if you have been through both stage one and stage two. Within ten working days of getting the head teacher's decision, you should write to the chair of governors, care of the school office.

The Chair of governors will review your complaint. Afterwards, they will write back telling you their decision.

This stage should take no more than 15 working days to complete.

Stage four – Formal (*If not resolved at stage 3*)

The complaint is heard by the Governing Body. This is the final stage of the process.

The complainant must put in writing to the School Governing Body why they are still dissatisfied with the decision of the Chair, recommendations and actions of the stage 3 complaint and what they feel would resolve the matter. They can also attach any evidence to support their concerns.

The complaint will be acknowledged within 10 school days.

An outcome letter will be sent to the complainant within 20 school days of the meeting.

Local Support for Parents

If your complaint concerns bullying, you can seek advice and support to help you pursue your complaint from the Anti-Bullying Network on telephone number 020 8470 9703, or you can visit them at SPINN, 743-747 Barking Road, Plaistow, London, E13 9ER.

Other organisations who offer advice and support are:

Parent line Plus

520 Highgate Studios

53-79 Highgate Road

Kentish Town

London NW5 1TL

Tel: 0808 8002222

Web site: www.parentline.co.uk

Freephone helpline, courses for parents, develops innovative projects and provides a range of information.

Kidscape

2 Grosvenor Gardens

London SW1W 0DH

Tel: 020 7730 3300 / Fax: 020 7730 7081

E-mail: contact@kidscape.org.uk

Web Site: www.kidscape.org.uk

Publications and advice.

Advisory Centre for Education (ACE)

1c Aberdeen Studios

22 Highbury Grove

London N5 2DQ

General advice line Tel: 0808 8005793

Exclusion helpline Tel: 0808 8000327 both lines open

Monday to Friday 2-5pm

To receive exclusion information pack Tel: 020 7704 9822

Website: www.ace-ed.org.uk

For advice on these procedures or more copies of this

leaflet, please contact:

Newham's Principal School Support Officer Alan Merry on 02082496970 or Geetha

Unnithan on

02082496973

Reviewed by Governors on: 3rd December 2016

School's Complaint Form

Please complete this form and return it to the school office. You will receive an acknowledgement of its receipt and information about the next stage in the procedure by post.

School Name:.....

Your Name:.....

Relationship with the School:.....(E.G. parent of a pupil on the school roll)

Pupil's Name:..... **D.O.B.:**.....
(If relevant to the complaint)

Your Address:.....

Day Time Telephone Number:.....

Evening Telephone Number:.....

Please give concise details of your complaint, [including dates, names of witnesses etc], to allow the matter to be fully investigated:

(You may continue on a separate sheet and attach it, if you wish)

What action, if any, have you already taken to try to resolve your complaint? [I.e. who have you spoken with or written to, and what was the outcome?]

What actions do you feel might resolve the problem at this stage?

Signature:..... **Date:**.....

School use:

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date: