

Our school values its relationship with pupils and parents and encourages those with concerns regarding their child's education or the service we provide to contact the school with the aim of resolving the issue or concern.

#### Informal Procedure

If you feel you need further clarification about concerns that you have regarding what the school is doing for your child then it is important that you make an appointment to see your child's class teacher. You should expect an appointment within 1 week of requesting one. During the meeting your child's class teacher will listen to your concerns and then give one of two responses:

- An immediate response for your concerns, or
- An invitation to a further meeting to take place within two weeks. This will give time for the teacher to look into the matter you raise more fully. At the next meeting a response will be given to your concern.

However, if the complaint is of a particularly serious nature which you feel needs the attention of a member of the Senior Leadership Team, please contact either Mrs Longden (Assistant Head), Mrs Knott (Assistant Head) or Mrs Clark (Deputy Head).

#### Formal procedures

If you are not happy with the response you have received in the informal procedures then it is important to make use of the school's formal procedure as follows:

- Parents should submit their complaint in writing or by using the School Complaint Form (on the back of this leaflet). Where a complaint is received by telephone or in person, then a record will be taken. The letter/form should contain as much detail as possible.
- The complaint will be acknowledged in writing within 5 days stating which member of staff will be managing the complaint.
- Within a further 20 school days an investigation of the complaint will be undertaken.
- Within 5 school days of completing the investigation the parent will receive a copy of the report and the Headteacher's decision, or notification that the Headteacher will investigate further.
- The parent will be invited to attend a meeting to discuss the report, if they wish, at a time convenient to them. There is no time limit to this.
- Irrespective of whether the parent attends a meeting they have the right of appeal to the Governing Body Complaints Committee if they are dissatisfied with the outcome of the complaint.
- A Complaints Committee meeting will be held within 15 school days of the parent informing the school they wish to appeal.

- The decision of the Complaints Committee will be sent to the parent, in writing, within 1 working day of the meeting. The decision of the Complaints Committee is final.
- The parent can submit a complaint to the Local Authority only on the grounds that the school did not follow its published procedure. The Local Authority will not investigate the parent's original complaint against the School.
- Where the complaint refers to the Headteacher, the Chairperson of the Governing Body will investigate the complaint.

The Chair of the Governing Body can be contacted as follows:  
Mrs E Oliver, C/O Wombwell Park Street Primary School

#### Quick Reference Guide

	Nature of complaint	First point of contact
1.	Concerns about something that is happening in your child's class or at the school	Class teacher
2.	Not happy with response from the class teacher	Member of the Senior Leadership Team (Mrs Clark, Mrs Longden or Mrs Knott)
3.	Particularly serious concern about something that is happening in your child's class or at the school	Head teacher or Senior Leadership Team
4.	Not happy with response from a member of the Senior Management team	Head Teacher
5.	Not happy with response from the Head teacher	Complaints Committee
6.	Not happy with the way school has followed these procedures	Local Authority

Although parents will have concerns from time to time, in the majority of cases these are resolved quickly and effectively.

Very few concerns actually result in a formal complaint as we always try our very best to ensure that children and families are well-supported throughout their time at Park Street Primary School.

Please do not wait for small concerns to become major issues – come and talk to us as soon as possible.

School Complaint Form

Parent/Carer's Name \_\_\_\_\_  
Pupil's Name \_\_\_\_\_  
Relationship to the Pupil \_\_\_\_\_  
Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

The Complaint  
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(Please attach additional sheets if necessary)

What would you like the school to do to put things right?  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Parent/Carer \_\_\_\_\_  
Date \_\_\_\_\_

School Action  
Date received in school \_\_\_\_\_  
Acknowledgement sent on \_\_\_\_\_  
by \_\_\_\_\_

# WHAT DO I DO IF I HAVE A CONCERN OR A COMPLAINT?

