

All complaints that the school receives will be taken seriously. In many cases it will be possible for an immediate response to be given. However, if the complaint is of a particular serious nature and cannot be dealt with immediately, it will be investigated and a response given in the timescales outlined below. Please be assured that every effort will be made by the school to reach an appropriate resolution.

#### 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.

#### Formal procedures

If you are not happy with the response you have received in the informal procedure or you feel that your original concerns are of a more serious nature, then it is important to make use of the school's formal procedure as follows:

- Making a complaint about an aspect of education we provide should be done by contacting the Head teacher or other member of the Senior Leadership Team personally, by telephone, email or in writing.
- The school will acknowledge your complaint in person or in writing within 5 days of receiving it.
- You will be given the opportunity to talk to the Head teacher or other member of the Senior Leadership Team.
- You may seek support from a friend or advocate if you need help in presenting your complaint. The Head teacher may request the support of a fellow member of staff.
- If you wish to make a complaint on behalf of someone else, you will be required to seek his or her agreement, to keep matters confidential. This agreement will be required in writing.
- The school will look into your complaint and tell you what they find and what action they are going to take, if any.
- If you are not satisfied with the way the school has handled the complaint or with the response, the next stage is to contact the chair of the governing body.

The Chair of the Governing Body can be contacted as follows:

Mrs E Oliver  
C/O Wombwell Park Street Primary School

Wombwell Park Street Primary School has arranged for a complaints committee of the governing body to investigate complaints on behalf of the school.

- The chair of governors will acknowledge receipt of a written complaint within 5 days and inform the parent/carer of the procedures to be followed.
- The members of the complaints committee will investigate the complaint within 15 working days of receiving the request.
- The complaint committee may invite you and the Head teacher to a meeting to hear the issues and reach a resolution.
- The parent/carer and the Head teacher may be accompanied by a friend /or advocate/or professional association representative.

#### Appeals Committee

If you are not satisfied with the outcome of the complaints committee's investigation, you may appeal to an appeal committee of the governing body. Their decision is final.

#### Referral to the Secretary of State or Local Government Ombudsman

If you feel that the governing body has failed to discharge its responsibilities or is acting or proposing to act unreasonably, complaints can then be taken to the Secretary of State for Education and Skills or the Local Government Ombudsman. The Secretary of State may contact the governing body or the LEA for more information in order to consider the complaint. The Secretary of State and the Local Government Ombudsman can be contacted as follows:

Contact: The Secretary of State for Education and Skills, Sanctuary Buildings, Great Smith Street, LONDON, SW1P 3BT.

Tel: 0870 000 2288

Fax: 01928 794248

Email: [info@dfes.gsi.gov.uk](mailto:info@dfes.gsi.gov.uk)

[Dfes.ministers@dfes.gsi.gov.uk](mailto:Dfes.ministers@dfes.gsi.gov.uk)

#### The Local Government Ombudsman

Complaints about the misadministration of Local Authority services including the way it operates any general complaint procedure may be made to the Local Government Ombudsman.

Contact: Local Government Ombudsman for the East Midlands and North of England, Beverley House, 17 Skipton Road, YORK, YO3 6FZ

Tel: 01904 663200

However, the Ombudsman does not look at internal school management matters and usually expects that thorough attention has been given to a complaint locally before investigation by the Ombudsman.

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 class teacher	Member of the Senior Management Team
3.	Particularly serious concern about something that is happening in your child's class or at the school	Head teacher or Senior Management 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	Investigation by complaints committee
6.	Not happy with the response for the Complaints committee	Appeals committee
7.	Not happy with the governing body discharging its responsibilities or feeling that the governing body has acted or is preparing to act unreasonably	The Secretary of State for Education and Skills Local Government Ombudsman for the East Midlands and North of England
9.	Complaints about Special Needs arrangements for your child	Assistant Director Education Social Inclusion Berneslai Close BARNSELY S70 2HS Tel: 01226 773562 Fax: 01226 773599

Wombwell Park Street Primary School

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

