

Holton le Clay Infant and Junior School's PARENTS COMPLAINTS PROCEDURE

INTRODUCTION

In this school all staff are dedicated to giving all children the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents and believe that school and parents must work together in partnership, each carrying out our own particular responsibilities to help pupils gain the most from their time in school.

If you feel that something is not going quite as you would like it to, that we are doing something that you are unhappy with, or not doing something that you feel we should, please tell us about it.

- **The first step:**

Please arrange to discuss any concerns with your child's class teacher, or with the particular teacher concerned. We hope that most problems can be sorted out this way.

- **The second step:**

If, after speaking to your child's teacher, you do not feel that your complaint has been properly dealt with, or if your concern is about the conduct of a particular teacher, then you should discuss the matter with that teacher's manager. In primary schools this is usually the headteacher. In secondary schools it will be the head of year or member of the senior management team, but if you are then still unhappy about the situation you should raise the matter with the headteacher. In almost all cases we can sort things out satisfactorily in this way.

- **The third step:**

You should make a formal written complaint to the headteacher, unless the complaint is about the conduct of the headteacher. You should then receive a written response.

- **Taking matters further:**

If your complaint is about the conduct of the headteacher, or if you are dissatisfied with the headteacher's response to your formal complaint letter, then you will need to contact the governors.

You should send written details of your complaint, with any correspondence and evidence to support your complaint, to the Clerk to the Governors at the school address. If, for some reason, you do not feel able to do so, you should contact the Clerk, via the school, who will record your complaint as a statement for you to sign.

The governors will investigate your complaint and write to advise you of the outcome.

- **The final stage:**

The decision of the governors is normally final; however, if you are dissatisfied with the governors' response, you can take your complaint to a final stage, to an external body. If your complaint is about a school that is not an academy,

you can contact the Local Government Ombudsman on 0300 0610614 or 0845 6021983, or by email advice@lgo.org.uk or see their website at www.lgo.org.uk/schools

If the school is an academy, then complaints about governors' decisions should be sent to the Secretary of State's Office, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT. However, unless your complaint is about the governors response, what you have said will have to be considered first by the governing body of the school.