

A final investigation of your complaint will then be carried out by the Complaints Panel of the Governing Board.

It is very important that you do not discuss the complaint with any other governor or parent as this might prejudice the outcome of the investigation.

A meeting should be arranged, and everyone involved should receive copies of all available documentation about the complaint. You should be invited to attend the Panel meeting to put your case (you may bring a friend or someone to represent you). The Head Teacher should also be invited to put the case for the school (the Head Teacher can bring a professional representative). You and the Head Teacher will be invited to speak to the Panel (which will have three governors on it) and to ask and answer questions. The Panel normally allows witnesses to attend part of the meeting.

A governing body may decide not to consider a complaint about something that occurred more than three months previously.

What happens next?

You will be informed in writing of the Panel's decision. There is usually no appeal mechanism to the Governing Board. If you are not happy with this decision you can take your complaint further.

Taking your complaint further

If you have tried to resolve the complaint but believe that the school has not followed its

complaints procedure properly or has not acted fairly or reasonably in responding to your complaint, you may refer the matter to the Local Authority for independent review. However, the matter cannot be referred to the Local Authority because you do not accept the outcome, unless this relates directly to safeguarding or the statutory requirements of the curriculum. The Local Authority has no duty to deal with most complaints about schools but may provide advice to the parent/carer/member of the community and the governing body about the process followed, if a complainant has exhausted the school's procedure.

If having exhausted the local procedures, you think that the school's governing body has acted unlawfully or unreasonably, you can call the School Complaints Unit National Helpline on 0370 000 2288 or access the online form: <https://www.gov.uk/complain-about-school>

The DfE will examine policies and procedures to see if they comply with legislation and have been properly followed. **They will not normally re-investigate the substance of the complaint or intervene unless it is expedient or practical to do so**

You can complain to Ofsted if there is a problem that affects the whole school. Ofsted will not investigate cases to do with individual pupils and will not usually consider a complaint if you have not first followed the complaints procedure of the school, Local Authority or Education Funding Agency.

enquiries@ofsted.gov.uk Telephone: 0300 1234234

Ash Green Community Primary School



ADVICE FOR PARENTS

**A procedure if you
need to make a
complaint**

Reviewed and updated September 2016

Introduction

If you have a complaint, it is the responsibility of the school, NOT the Local Authority, to investigate almost all complaints.

We have a detailed complaints policy which is available to anyone. This policy is in place to balance the rights and responsibilities of parents, carers, pupils and school staff in order to establish and maintain good relationships and also to deal with complaints from members of the local community. Where people have concerns or complaints, these are treated seriously and courteously. All matters are investigated in a transparent and impartial manner.

This leaflet will explain the procedure that you should follow if you have a concern or a complaint.

Dealing with concerns or complaints informally

STAGE 1

If you have a concern or complaint you should make contact with the appropriate member of staff. This may be the class teacher or a senior leader if s/he is immediately involved.

They can then investigate your complaint or concern and give you a response, making clear any action or monitoring of a situation that may be necessary. At this stage, misunderstandings can usually be cleared up. An apology can be

given if something is found to be wrong. Everyone benefits from the speedy resolution of difficulties and from suggestions for improvement.

If no satisfactory solution to the complaint has been agreed you should be informed of your option to take the matter further.

What do I do next?

STAGE 2

If you are still unhappy after Stage 1, you can write to, telephone or ask to see (by appointment) the head teacher. You may wish to mark your letter *“Private and Confidential - For the attention of the Head Teacher”*. Alternatively, you can complete and submit a complaint form (available from the school office) which should then be sent to the head teacher. The head teacher, or a nominated senior leader, will acknowledge and investigate your complaint and decide the outcome. The purpose of any correspondence or meeting will be to establish the nature of your concern/complaint, what has been discussed already with a member of staff and any actions arising from the initial meeting, why you are still unhappy and what outcome you are seeking. The head teacher (or nominated senior leader) will send you a written response to your complaint within an agreed timescale, giving his/her decision and the reasons for it. The letter should advise you how to escalate your complaint to the next stage of the procedure if you are still unhappy.

It is hoped that most problems will have been resolved and that the complaint can be closed at this point.

STAGE 3

If you want to take the matter further, you should put your complaint, in writing, to the Chair of Governors.

Your complaint should be dealt with in an agreed timescale as part of the school's Complaints Policy. You should ask for a copy of the school's Complaints Policy, which informs you how the Governing Board will investigate the complaint. An investigation into your complaint should be carried out by the appropriate person (the Chair or Vice-Chair of Governors).

Depending on the reason for the complaint, statements from witnesses may be useful.

When all the relevant facts have been established, you will receive a detailed written response.

If I am unhappy with the response, what do I do?

STAGE 4

You should be advised that if you wish to take the matter further you should write to the Clerk of the Governing Board.