



Kirkby in Malhamdale United VA Primary School

Concerns and Complaints about the School

Guidance Notes for Parents

If you have a suggestion or a concern.

We would like you to tell us about it. We have an open door policy and welcome suggestions for improving our school. We want to know if you have any concerns. Be assured that no matter what you wish to tell us, our support and respect for you and your child in the school will not be affected in any way. If you have a concern, please let us know as soon as possible. It is difficult for us to properly investigate an incident or problem that has happened some time ago. Depending on the circumstances, the governing body may decide not to consider a complaint about something that occurred more than two months ago.

What to do first

At Kirkby-in-Malhamdale Primary School, most concerns can be sorted out quickly by speaking with your child's class teacher.

If you have a concern which you feel should be looked at by the headteacher in the first instance, you can contact him straight away by telephone on 01729 830214 or by e-mail headteacher@kim.n-yorks.sch.uk. However it is usually best to discuss the problem face to face, so please phone the school to make an appointment. You may bring a friend or relative with you if you would like to.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what went wrong and they will explain their actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case, it is possible to achieve a satisfactory outcome but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem happening again.

If you are still concerned

We will do all that we can to resolve matters straight away but if you are not entirely satisfied with the teacher's response (or with the headteacher's initial reaction if he has already been involved) you can make a formal complaint to the Headteacher. This should be done in writing. The Headteacher will contact you to discuss the problem. Usually you will be invited to a face-to-face meeting. Again, you may take a friend/relative with you. The Headteacher will then conduct a full investigation of the complaint and may interview any member of staff or pupil involved. You will receive a written response to your complaint.

If you are still unhappy

We very much hope and expect that we will be able to resolve the problem by this stage. However, if you are still not satisfied you may wish to make a formal complaint to the governing body. You should write to the Chair of the Governing Body. Initially your complaint may, depending on the circumstances, be dealt with by the Chair. He will try to see if there is a way forward. (Note at this stage your complaint will not be made known to other governors. This is so that if it is necessary for the governors to hold a formal hearing of your complaint they will be able to maintain impartiality)

If the Chair is unable to resolve the matter, your complaint will then be heard by a committee of three governors - the Complaints Committee. As explained above, they will have no prior knowledge of the case and will thus be able to make a fresh, unbiased assessment. You will be invited to attend, and you will be able to put your side of the matter. The Headteacher will also be able to give his account. The governing body's formal complaints procedure explains how these meetings are conducted. You will be informed in writing of the Committee's decision.

If your complaint is about the Headteacher personally

If your complaint is about the action of the Headteacher personally, then you should refer it to the Chair of Governors. You can contact him via e-mail a.booth@brooktaverner.com. The Chair will discuss the matter with you and attempt to resolve the problem. If you are not satisfied with the outcome of the process you will be asked to detail your complaint in writing and it will be considered by the Complaints Review Committee of the governing body – see above.

Further Action

Complaints about school problems are usually settled within the schools but in exceptional cases, it may be possible to refer the matter to an outside body such as the local authority or the Secretary of State for Education. If necessary, the chair of the Complaints Review Committee of the governing body will let you have further information.

Guidance Reviewed by Mr. C. Norris
Interim Headteacher
April 2017

Further guidance may be obtained from NYCC School Complaints Procedure website by clicking the link below:-

<http://www.northyorks.gov.uk/article/24654/School-complaints-procedure>