

What if my complaint is about the Governing Body or an individual member?



If the complaint is about a governor, contact the Chair of Governors first. The chair will investigate your concerns. If the complaint is about the Chair of Governors, a nominated complaints governor will investigate. You can get details of the nominated complaints governors from the Governor Services Officer at the Local Education Office (see the end of this leaflet). If you have a complaint about the governing body as a whole, contact the Local Education Office.

What if I am not satisfied with the way in which the school has dealt with my complaint?



You should be told of your right to appeal. If the Headteacher and the Chair of Governors have not been able to resolve your complaint to your satisfaction, a committee/panel of the governing body which has not been involved with your complaint should deal with your appeal. If you are still not satisfied, you can contact the LA's Local Education Officer at Harrow Civic Centre.

How long will it take?



Complaints should be handled quickly and most issues should be resolved in a few days. The school should complete most investigations within 20 school days but if a complaint moves through all the above stages, it may take several months to resolve.

Who else can help me?



- Advisory Council for Education (ACE);
ACE Education Advice, 36 Nicholay Road, London, N19 3EZ
- Harrow Council for Race Equality Council 0208 4276504
- Harrow LA
Harrow Civic Centre
Station Road HA1 2UW
020 8863 5611
Stag Lane Infant School / Stag Lane Junior School
Collier Drive
Edgware,
Midxx HA8 5RU

Infant School Tel: 0208 952 1747
3750

Junior School Tel: 0208 952

Head Teacher: Mrs Nina Will

Head Teacher : Mrs E Evans

LONDON BOROUGH OF HARROW

Stag Lane Infant School



Stag Lane Junior School School Complaints Procedures

A Guide for Parents

What to do when you have a complaint?



Most of our parents have a very positive relationship with our schools but sometimes things may go wrong.

All complaints are taken seriously and we have procedures in place for dealing with them. This leaflet tells you briefly about these procedures. School governors have a responsibility under the Schools Standards and Framework Act 1998 to deal with all complaints about the school.

Where do I begin?



Whether you are a parent or a member of the public the place to start is the school. It is much better if matters can be sorted out within school, even if this might feel rather awkward in the beginning. There is usually more than one side to any dispute or misunderstanding and it is important that all the facts are known so that the best solution can be found. Contact the school, speak to the School Secretary and ask who is the best person to deal with your specific complaint. Then write to that person or make an appointment to meet them. This person may be your child's class teacher or the head teacher, or both.

What do I need to know?



Think about the nature of your complaint. If there has been a specific incident, gather the facts and try to separate what may have happened from what actually happened. You might want to write down the details. In particular, be clear about:

- what it is you are complaining about;
- when and where the incident happened;
- who else was involved; whether anyone saw it happen; who you have spoken to already; and
- what you want to happen as a result of your complaint.

Or you may want to raise concerns of a more general nature. It is important that you raise your concerns as soon as you can. By taking positive steps early on, we are more likely to be able to sort out your complaint.

What can I expect to happen?



The school will look into the issues you have raised and respond, usually in writing once we have established what happened.

You will be listened to so that your complaint is understood. Complaints need to be investigated and the teacher/head teacher will need some time to do this. A reasonable amount of time for investigating most complaints is 20 school days. You should be told if it will take longer than this. If the school agrees that your complaint is justified, we will tell you what action we will be taken in writing. If the school does not support your complaint, we will tell you the reasons for this decision in writing. At this stage you may decide to meet informally with the Chair of the Governing Body.

What if my complaint is about the Headteacher?



If the complaint is about the head teacher you should contact the chair of governors of the school. The school will give you the name of the chair of governors and tell you how you can contact him or her. The chair or a nominated complaints governor will investigate your concerns and respond directly to you.