

Highwood Primary School



“Preparing today’s children
for tomorrow’s world”

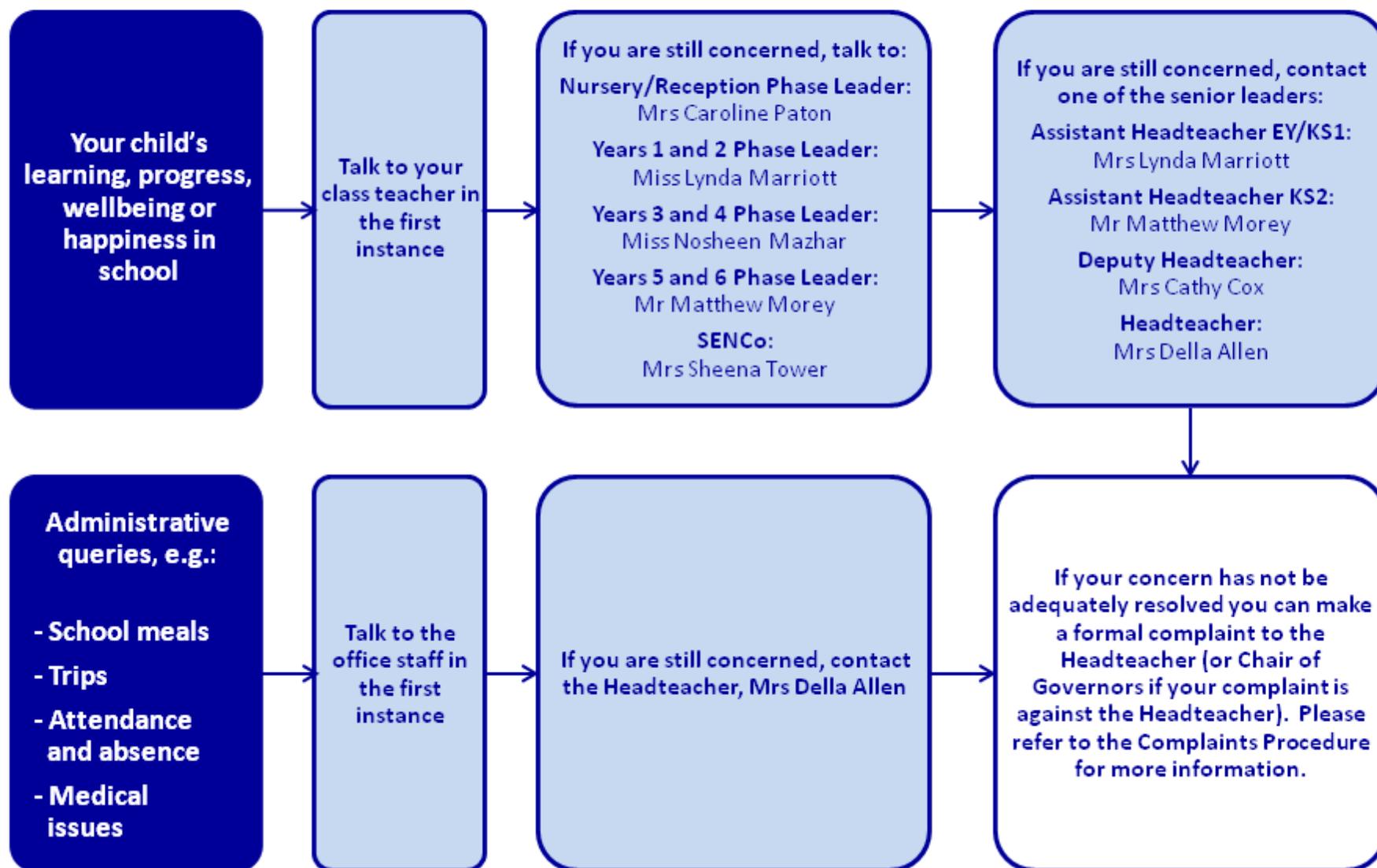
Complaints Procedure

Governor ratification: 22 September 2015



If you have a concern, who should you talk to?

(Informal Stage)





Raising a Concern: Information for Parents

Every day representatives of Highwood make many decisions and work hard to do the best for the children of our school. Comments and input from parents is welcomed as we continuously seek to improve.

You may want to talk to us about a particular aspect of this school, although not actually make a complaint. Perhaps to get something 'off your chest' or find out how something is being dealt with.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you, we cannot explain what we are doing or try to put it right.

We would ask that in the first instance you always approach the member of staff who is responsible for the area of school life related to your concern. If you feel your concern hasn't be dealt with adequately you may wish to request a meeting with a more senior member of staff, using the chart on the next page. The last step in this process would be to bring your concern to the Headteacher.

If you do not believe your concern has been satisfactorily resolved then you have the option to complain. Complaints need to be made formally and handled in a structured way. Please see the back of this leaflet for more information about this. For further information about our complaints procedure please visit our website.

Whenever you express concerns or make a complaint we will uphold our promise to handle your concerns in the following way:

- ✓ Your concerns will be dealt with honestly, politely and in confidence
- ✓ Your concerns will be looked into thoroughly and fairly
- ✓ If your concern is urgent we will deal with it more quickly
- ✓ We will keep you up to date with progress at each stage
- ✓ You will get an apology if we have made a mistake

Raising a Complaint: Information for Parents

Stage 1: In order to make a complaint, parents need to complete the form titled 'Formal Complaint form - stage 1'. Forms are available from the school office and on the school website. This form will provide a basis for a meeting with the Headteacher. This stage must be used even if you have already met with the Headteacher about your concern. If your complaint is about the Headteacher, the form may be addressed to the Chair of Governors.

Stage 2: If stage 1 does not lead to satisfactory resolution, you can complaint to the Governors. Once the parent has completed the form titled 'Formal Complaint form - stage 2', the Chair of Governors (or Clerk if the Chair was involved in Stage 1) will arrange for your complaint to be investigated and considered, usually by a panel of Governors.

Stage 3: If you are unhappy with the panel's findings you can in some cases complain further to the Local Authority.

Frequently Asked Questions

One of my friends is a governor, can I approach them with my complaint?

Although this seems like an ideal approach it can actually be unhelpful. Governors who sit on the panel to hear a complaint must be impartial. Please follow the procedure and refrain from discussing your complaint with individual Governors.

Can I just email the Headteacher with my issues?

The Headteacher is happy to be contacted by email. If there is a more appropriate person to deal with your concern she may pass on your concern. It is usual that most emails will be responded to with the suggestion of a face to face meeting.

How long do I have to raise a concern?

You can raise a concern at any time; however you have twelve months from the date event, to make a complaint. We ask parents to think about the effect of the timing of their complaint. For example, if you complain on the last day of the summer term, a member of staff may have the worry of the complaint hanging over them until September.

What if a group of us have the same issue?

You might want to consider asking for a meeting with a class teacher or a senior leader so that everyone can talk the issue through. If the concern is not resolved and you wish to complain you will need to do so as individuals.



Formal complaint form
Stage 1

Your name:

Pupil's name (if relevant to your complaint):

Date and time of meeting:

People present at meeting:

Concise details of the complaint:

(Please continue on separate sheet if necessary)

What action has already been taken to try to resolve the complaint?

What remains unresolved?

What actions have now been agreed by all parties?

Complainant Signed:	
Date:	

Headteacher Signed:	
Date:	



Formal complaint form

Stage 2

Name:		
Address:		
Postcode:		
Email Address:		
Telephone No.	Day	
	Evening	
	Mobile	

What is it you want to complain about?				
Have you complained to the headteacher?	YES		NO	

When did you do this?	Date:	
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What happened as a result of your complaint to the headteacher?

What remains unresolved?

What might a resolution look like?

Complainant Signed:	
Date:	

Headteacher Signed:	
Date:	

Please return to the Chair of the Governing Body

