

ESSEX PRIMARY SCHOOL

**SCHOOLS
COMPLAINTS
POLICY**

Reviewed April 2021
Next Review due April 2024

COMPLAINTS ABOUT SCHOOLS IN NEWHAM

THE FOUR STAGE PROCESS

Schools hope to resolve parents' concerns informally. If the school has been unable to do so, parents should take the following action.

Complaints about Schools

The four stage process

This leaflet tells you how to follow through a complaint about something you feel has gone wrong in the school. Different education complaints are dealt with in different ways – see the ‘other complaints’ section on the end.

How to make a complaint

STAGE ONE – Talk to the teacher

As soon as you have a concern, make an appointment to talk to the class teacher. Difficulties can often be sorted out very quickly in this way. If you are unsure about who to contact and how, ask at the school office. Please do not try to see the teacher during the school’s teaching day when they are taking or preparing lessons. You will need to make an appointment by contacting the school by telephone, email, or in person.

The school will acknowledge complaint within 2 working days. Parents/carers must allow the designated staff member 5 working days to respond to the concern.

To help prepare for your meeting please let the school know what your meeting is about when you book the appointment and you may also find it helpful to review the school’s website for school policies or request copies of the policies on the issues you want to discuss i.e. Bullying, Behaviour Policy etc.

It is hoped you can reach an agreement that satisfies you and the school. If matters do not improve or you are still unhappy, proceed to Stage Two.

STAGE TWO – Meet the Head Teacher (if unresolved at Stage 1)

This can only happen if you have been through Stage One, however schools do recognise that some complaints may go straight to the head teacher because of the nature or seriousness of them. **You must ensure that you include details of why you are still dissatisfied with the actions so far taken in stage 1 to resolve your complaint.**

The school office will arrange an appointment for you to meet with the head teacher or another senior member of staff, who will investigate the complaint.

The school will acknowledge complaint within 5 working days. **You must allow the head teacher/designated senior member of staff 20 working days to respond (including to investigate, look at previous findings and respond to the concern).** At this point the school will write to you to attend a meeting to discuss the outcome and also inform you of next process setting. It is hoped that the decision will satisfy you.

However if after this stage you still feel the matter is unresolved or you cannot accept what the school says, then you can go to Stage Three.

Where the Executive Head Teacher is the subject of the complaint, the complainant should be advised to address it to the Chair of Governors. If the complaint is, being dealt with by the Chair of Governors this will bypass Stage 2 and go to Stage 3 of the formal procedure and heard by the Chair of Governors or another appropriate person.

STAGE THREE – Write to the chair of governors (if unresolved at Stage 2)

Within ten working days of getting the head teacher's decision, you should write to the chair of governors, care of the school office. This can only happen if you have been through Stage One and Stage Two.

You are advised to put your complaint in writing and you must ensure that you include details of why you are still dissatisfied with the decision, the recommendations and actions of the Stage 2 complaint and what you require to resolve the matter. You may also attach any evidence to support your concerns that can be additional to that submitted at Stages 1 and 2.

The Chair of Governors (or vice chair if delegated) will write back within 5 days to acknowledge receipt of the complaint. **You will then allow 20 school days for the complaint to be investigated.**

The Chair may want to talk with you or investigating staff members to establish facts and obtain further information.

Once a decision has been reached on the complaint, the Chair of Governors will notify you in writing of the conclusion. If you are still dissatisfied you can write to the Governing Body directly via the school or, Governor Services or School Management Support (SMS) at **The Education Space** (NPW), outlining why you feel the complaint is unresolved.

STAGE FOUR – Write to the Governors (if unresolved at Stage 3)

If you are dissatisfied with the response from the Chair of Governors (or Vice Chair) the complaint goes to the school's governors. This can only happen if you have been through Stage One, Stage Two and Stage Three.

You are advised to put your complaint in writing to the School Governing Body. **The letter can be sent to the school or to School Management Support at The Education Space.** You must ensure that you include details of why you are still dissatisfied with the decision of the Chair, recommendations and actions of the Stage 3 complaint and what you feel would resolve the matter. You can also attach any evidence to support your concerns in addition to that submitted at Stages 1, 2 and 3.

The complaint will be acknowledged within 10 school days.

A panel of Governors will review your complaint at a meeting. This stage should take no more than 15 working days to complete. **The School Governing Body may want to arrange a meeting with you, if this is the case the Chair or Vice-chair (who did not deal with the complaint in Stage 3) will write to you with the date, time and venue of the arranged meeting to hear your complaint.**

An outcome letter informing you of their decision will be sent to you within 20 school days of the meeting. The letter will inform them of Stage 5.

Stage 5 – (once the school complaints procedure has been exhausted)

If you are still dissatisfied with the process, you will need to contact:

Department for Education
Piccadilly Gate, Store Street
Manchester, M1 2WD
Helpline: 0370 000 2288

The DfE's role is to review the complaints and look at the handling of the complaints at the earlier stage and the procedure applied.

Support for Parents

There are many organisations who can offer independent advice and support as follows:

Parentline Plus

520 Highgate Studios
53-79 Highgate Road
Kentish Town
London NW5 1TL
Tel: 0808 800 2222 (Confidential, 24 hour, freephone number)
Web site: www.parentlineplus.org.uk

Parentline Plus is a leading national charity providing help and support to anyone caring for children. Parentline Plus have a highly trained team of parents and understand the challenges, advising families on issues big and small to ensure that life is better for all.

Kidscape

2 Grosvenor Gardens
London SW1W 0DH
Tel: 02078235430 (Parents' Helpline)
Web Site: www.kidscape.org.uk

Kidscape helpline is for the use of parents, guardians or concerned relatives and friends of bullied children. Please ring their counsellors if you require advice or use their frequently asked questions on their website to get some general advice.

Advisory Centre for Education (ACE)

1c Aberdeen Studios
22 Highbury Grove
London N5 2DQ
Tel: 03000115142 (General advice line Mon-Fri 10am-5pm)
Website: www.ace-ed.org.uk

ACE is a national charity that provides advice and information to parents and carers on a wide range of school based issues including exclusion, admissions, special education needs, bullying and attendance.

Resolving complaints locally

Young people have a right to be treated with dignity and respect and valued for who they are and what they bring to their school. As parents, you have a right to expect a high quality education service which seeks to increase the life chances of all pupils

and students. You have the right to complain if you are not happy with the education your child receives from school.

Every parent wants the best for their child. Newham's schools want all their pupils to achieve as much as they can, but we acknowledge that sometimes there are difficulties.

Should you choose to complain, Newham schools will try to:

- investigate your complaint carefully
- recognise when a mistake has been made
- when appropriate, take action to prevent the problem happening again

Schools aim to deal with complaints in a way that is simple, fair, fast and satisfies your concerns. You must contact the school and follow the above three stage process if you have a complaint about a school.

Other complaints

Some education matters have their own complaints or appeal procedures determined by other statutory arrangements. If your complaint relates to one of these areas mentioned below, put your complaint in writing and send it to the service area shown below to Newham Council, Dockside Building, 1000 Dockside Road, London E16 2QU.

- Group Manager, Special Education Needs - for statutory special education needs (SEN) assessments
- Group Manager, Admissions - for school place admissions, appeals and exclusions
- Head of Learning Transformation – for the school's curriculum and collective worship

If your complaint is about an event that happened over 12 months ago we are not obliged to investigate further. All complaints about members of staff must be made in writing.

Help with making your complaint

If you require any assistance making your complaint, including help for people with disabilities or additional language requirements, you should contact Newham's Language Shop on tel: 0800 952 0119 quoting reference: 50447.

School Complaint Form

Please complete this form and return it to the school office. You will receive an acknowledgement of its receipt and information about the next stage in the procedure by post.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: Postcode: Daytime telephone number: Evening telephone number:
Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem as this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date

OFFICIAL USE

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Monday - Friday
9:00am - 5:00pm



50447

For free translation phone

Për një përkthim falas telefononi

للترجمة المجانية الرجاء الاتصال هاتفياً

বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

Za besplatne prevode pozovite

欲索取免費譯本，請致電

Pour une traduction gratuite, téléphonez

Για δωρεάν μετάφραση, τηλεφωνήστε

મફત ભાષાંતર માટે ફોન કરો

निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

بو ته رجومه كردنى به خورايى ته له فون بکه بو

Del nemokamo vertimo skambinkinte

സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക

Po bezpłatne tłumaczenie prosimy dzwonić

Para uma tradução grátis, telefone

ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

Перевод – бесплатно. Звоните

Para obtener una traducción gratuita llame al
Turjubaan lacag la'aan ah ka soo wac telefoonka

இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்

Ücretsiz çeviri için telefon edin

Để có bản dịch miễn phí hãy điện thoại

مفت ترجمے کے لئے فون کریں

Also for Audio, Large Print and Braille, phone

0800 952 0119

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(Names shown correct as at July 2010)