

SCOTT WILKIE PRIMARY SCHOOL

COMPLAINTS ABOUT SCHOOLS

THE THREE STAGE PROCESS

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

Complaints about schools

The three stage process

Resolving complaints locally

Young people have a right to be treated with dignity and respect and to be valued for who they are and what they bring to their school.

As parents/carers, 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 the Local Authority and its' schools.

Every parent/carer 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.

To encourage resolution of such situations the Governing Body has adopted a "Complaints Procedure".

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur

Full details of the procedure may be obtained from the school office

Schools aim to deal with complaints in a way that is simple, fair, fast and satisfies your concerns.

This pamphlet tells you how to follow through a complaint about something you feel has gone wrong in the school.

How to make a complaint

Stage One – Talk to the teacher

As soon as you have a concern, talk to the class teacher. Difficulties can often be sorted out very quickly in this way.

The best person may well be the child's class teacher. If you are unsure who to contact or how, ask staff in the school office.

You may need to make an appointment to speak to the teacher. Please do not try to see the teacher during the school's teaching day when they are taking or preparing lessons.

It is hoped that you can resolve the issue and come to an agreement that satisfies both you and the school. If you cannot, then go on to Stage Two.

Stage Two – Meet the Head teacher

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.

The school office will arrange for you to meet with the Head teacher or another senior member of staff, who will investigate the complaint. The school will write to you within five working days of the meeting, setting out its response.

It is hoped that the decision will satisfy you. However, if you cannot accept what the school says, then go to Stage Three.

Stage Three – Contact the Governing Body

The complaint will go to the Governing Body of the school. This can only happen when you have been through both Stage One and Stage Two of the process. Within ten working days of getting the Head teacher's decision, you should write to the Chair of Governors, care of the school address and either post your letter or hand it in to the school office.

A committee of governors will review your complaint and they will write to you telling you of their decision.

This stage should take no more than 15 working days to complete.

Local Support for Parents

If your complaint concerns bullying, you can seek advice and support to help you pursue your complaint from the Anti-Bullying Network on telephone number 020 8470 9703, or you can visit them at SPINN, 743-747 Barking Road, Plaistow, London E13 9ER

Other organisations who offer advice and support are:

Parentline Plus

520 Highgate Studios
53-79 Highgate Road
Kentish Town
London
NW5 1TL

Website: www.parentline.co.uk
Telephone: 0808 8002222

Kidscape

2 Grosvenor Gardens
London
SW1W 0DH

E-mail: contact@kidscape.org.uk
Website: www.kidscape.org.uk
Telephone: 0020 7730 3300 / Fax: 20 7730 7081

Advisory Centre for Education (ACE)

1c Aberdeen Studios
22 Highbury Grove
London
N5 2DQ

Website: www.ace-ed.org.uk

For advice on these procedures or more copies of this document, please contact **Newham's Principal School Support Officer Alan Merry on 20 8249 6970 or Geetha Unnithan on 020 8249 6973.**

A complaints procedure should cover all complaints about any provision of facilities or services that a school provides with the **exceptions** listed below, for which there are separate (statutory) procedures.

Exceptions	Who to contact
<ul style="list-style-type: none"> • Admissions to schools • Statutory assessments of Special Educational Needs (SEN) • School re-organisation proposals • Matters likely to require a Child Protection Investigation 	<p>Concerns should be raised direct with local authorities (LA). For school admissions, it will depend on who is the admission authority (either the school or the LA). Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.</p>
<ul style="list-style-type: none"> • Exclusion of children from school 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p>
<ul style="list-style-type: none"> • Whistleblowing 	<p>Schools have an internal whistleblowing procedure for their employees and voluntary staff. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: whistleblowing@ofsted.gov.uk or by writing to: WBHL, Ofsted Piccadilly Gate Store Street Manchester M1 2WD. The Department for Education is also a prescribed body for whistleblowing in education.</p>
<ul style="list-style-type: none"> • Staff grievances and disciplinary procedures 	<p>These matters will invoke the school's internal grievance procedures. Complainants will not be informed of the outcome of any investigation.</p>
<ul style="list-style-type: none"> • Complaints about services provided by other providers who may use school premises or facilities. 	<p>Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct.</p>

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.

School name: _____

Your name: _____

Relationship with school: (e.g. are you a parent/carer of a pupil on roll?)

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

Your address: _____

Daytime telephone number: _____

Evening telephone number: _____

Please give concise details of your complaint, (including dates, names of witnesses, etc.), to allow the matter to be fully investigated:

(You may continue on a separate sheet and attach it if necessary.)

What action, if any, have you already taken to try to resolve your complaint?
(i.e. who have you spoken with or written to, and what was the outcome?)

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

Signature: _____ Date: _____

Date form received:		Received by:	
Date acknowledgement sent:		Acknowledgement sent by:	
Complaint referred to:		Date referred:	