

# ***How to Comment or Complain***

*St Michael's C of E VA Primary School*



## **Information for Parents**

*The full complaints policy is available for consultation in the School Office*

## HOW TO COMMENT OR COMPLAIN

### We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. But from time to time, things can go wrong. If you are unhappy about some aspect of your child's education or want to talk to us about a particular aspect of the school, or if you just want to get something 'off your chest' we hope you will feel able to raise these issues with us and this booklet is intended as a guide to doing so.

Your comments – whether positive or negative - are helpful for future planning.

### Our promise to you

If you raise a concern

- it will be dealt with honestly, politely and in confidence
- it will be thoroughly and fairly investigated. We will keep you up-to-date with progress at each stage
- You will get an apology if we have made a mistake, and
- You will be told what we are going to do to put things right.

### How to raise a concern

If you have a query or concern about anything we do, please come in and discuss it with the class teacher or other appropriate member of staff, such as

- The special needs co-ordinator (SENCO) if it is about special needs.
- The Deputy Head

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 should be able to sort out your worries but sometimes this is not possible. If you are not satisfied, you can use the school's

formal complaints procedure. It is important that you follow these stages in order.

#### Stage one

Please put your complaint in writing, addressed to the Head Teacher. The Head will acknowledge your complaint within five school days and meet with you within ten school days.

#### Stage two

In the unlikely event that issue/s remain unresolved, you may put a complaint in writing to the Chair of Governors. Please submit this letter at the school office. The Chair of Governors will acknowledge your complaint within five school days and convene a Panel to hear your complaint within twenty-eight school days.

#### Stage three

Governors' complaints panels are rare. However, if after a panel you are still not satisfied, there are two options open to you. Special Educational Needs complaints may be taken to the Local Authority. All other matters may be raised with the Secretary of State for Education.