



The Stalyhill Schools' Federation

Complaints Procedure

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Stalyhill Schools Federation Complaints Procedure

INFORMATION FOR PARENTS: PROCEDURE FOR DEALING WITH CONCERNS AND COMPLAINTS ABOUT YOUR CHILD'S EDUCATION

The staff and governors at Stalyhill Schools Federation are committed to providing a high-quality education for your child in a secure and supportive environment. Whilst all concerned strive to achieve their best for the welfare of the pupils at the school, it is appreciated that there may be occasions when you have concerns about your child's education or about incidents which have occurred at school. If such a situation arises, we would ask you to follow the procedure outlined below.

At Stalyhill we will continuously strive to ensure that everyone is treated with respect and dignity. Each person will be given fair and equal opportunities to develop their full potential regardless of their gender, transgender, ethnicity, culture and religious background, sexuality, disability, or special educational needs and ability. The school will actively promote equality and foster positive attitudes and commitment to an education for equality.

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone, or in person by appointment requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher).

If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the governing body.

Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the HeadTeacher, your complaint should be passed to the Clerk to the governing body, for the attention of the Chair of the governing body.

A Complaint Form is provided to assist you.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Head Teacher, or to the Clerk to the governing body, as appropriate.

The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 school days (not including school holidays) of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

Review Process

Any review of the process followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

Stalyhill Schools' Federation Formal Complaint Form

Please complete this form and return it to the school office or to the Headteacher who will acknowledge its receipt and inform you of the next stage in the procedure.

(Please note, forms delivered to school during periods of school closure will not be dealt with until the school reopens)

Your name: _____

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil name (If relevant to your complaint):

Your Address:

Telephone numbers

Daytime:

Evening:

E: Mail Address:

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

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

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?

School use:

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			

Stalyhill Schools Federation Complaint Review Request Form

Please complete this form and return it to the Head Teacher (or Clerk to the governing body) who will acknowledge its receipt and inform you of the next stage in the procedure.

(Please note, forms delivered to school during periods of school closure will not be dealt with until the school reopens).

Your name: _____

Your Address:

Telephone numbers:

Daytime:

Evening:

E:mail Address:

Dear Sir/Madam

I submitted a formal complaint to the school on _____ and I am dissatisfied by the procedure that has been followed.

My complaint was submitted to _____ and I received a

response from _____ on _____.

I have attached copies of my formal complaint and the response(s) from the school.

I am dissatisfied with the way the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

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

School use:

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			