

North Yorkshire County Council

Gladstone Road Primary School

GENERAL COMPLAINTS PROCEDURE

August 2016

Leaflet for Parents

Gladstone Road Primary School
Overview of Complaints procedure for Parents

What to do if you have a concern or a complaint

We aim to work closely with everyone to ensure that all children can
learn and play happily at school.

We view all complaints in a positive way, as it helps the school improve
its practices.

However, sometimes problems do occur and the best person to talk to
first if you have a child in school is usually your child's classteacher. If
you do not have a child in school please talk to the Headteacher.

If you are still worried or concerned, the headteacher will be happy to
talk to you at a mutually convenient time. Please contact the school
office to make an appointment to talk to the Headteacher or write to the
Headteacher explaining your complaint and what you would like to
happen now.

This is part of a full procedure which all schools have in place and has
been approved by the Governing Body. If the Headteacher cannot
resolve the issue or if the complaint is about the Headteacher you
should then write to the Chair of Governors.

Full details of our complaints procedure can be found in this leaflet or
look on the school's website for further information.

Please do not hesitate to contact us – we look forward to hearing from
you!

GLADSTONE ROAD PRIMARY SCHOOL

How do I let the school know that I have a concern or complaint?

The first action you need to take is to contact your child's classteacher to let the school know as soon as possible that you have a concern or a complaint and give the school the opportunity to investigate the matter properly.

Most concerns or complaints can be sorted out this way. Remember, do not leave it too long to report your concern because it can be difficult to investigate something that happened some time ago. It is also helpful if you can provide a short written statement of your concern or complaint. This will help to avoid any misunderstanding and provides a written record of your concern or complaint.

This is known as the "informal" stage and the school will do everything possible to address your concerns at this stage.

FORMAL COMPLAINT FIRST STAGE

If you feel that the classteacher or the informal talk with the Headteacher has not resolved the issue you can now take the complaint through a formal procedure.

All schools have in place a complaints procedure. This is a formal process which enables you and the school to address your concerns. It is very important that you follow the procedures carefully to ensure that the school can do everything possible to resolve the issue. It is particularly important that you do not miss out any stages or try to solve the matter in other ways as this may prevent the school from dealing with your complaint in the correct manner.

To begin this process you must write to the Headteacher explaining clearly and briefly what your concern is and what outcome you would like to see to resolve it. Please use the form provided if you prefer (see end of leaflet).

If your complaint is regarding the Headteacher then please go to Stage 2.

What if my complaint is about the Headteacher?

You will need to write to the Chair of the Governing Board at the school and explain your complaint again stating what outcome would resolve your issue. The Chair or a governor delegated by them will investigate your complaint as if it was under the second stage of the procedure (see below).

THE SECOND STAGE.

What if I am not satisfied with the outcome of the investigation?

If you are not satisfied with the outcome of the first stage of the investigation or the complaint is against the Headteacher, you can move to the second stage of the formal process.

You now need to write to the Chair of the Governing Body and explain your complaint clearly and briefly stating what outcome you want to resolve the issue. If the Headteacher has previously considered the complaint, state why you are dissatisfied with the response, and what outcome you hope to achieve.

The Chair or a governor delegated by him or her will investigate your complaint. This may include meeting with you. You may be accompanied at any meeting by a friend but you must tell the Chair in advance that you will be accompanied. The Chair, or the designated governor, will then write to you with the outcome of their investigations.

THE THIRD STAGE.

If I am still not satisfied is there anything else that I can do?

You can write to the Clerk to the Governing Body at the school and ask that your complaint be considered by the Complaints Panel of the Governing Body. The Panel will not include any governor who was involved in the prior investigation of the complaint or anyone who has prior knowledge of the complaint. This is why it is very important that you follow the procedure carefully and **do not involve other governors** in the complaint before this stage. Occasionally it may be difficult to fill the panel with governors from the school and the school governing body may decide to use external governors from another school to ensure that complainants receive a fair hearing. This will be the decision of the governing body.

The Clerk to the Governing Body will arrange a hearing by the Panel and you will be invited to attend the hearing (with a friend if you would like) to explain your complaint.

The Clerk will write to you and make sure that you are kept fully informed and guide you through the procedure.

After the hearing, the Chair of the Panel will write to you and let you know the Panel's decision.

If I am still not satisfied is there anything else that I can do?

Once the Panel has made its decision then that is the final step in the school's Complaints Procedure. If you feel that the Governing Body has acted or intends to act unreasonably or that it has failed to discharge its duties then you can write to the Department for Education, 2nd Floor, Piccadilly Gate, Manchester M1 2WD.

Gladstone Road Primary School

It will help us if you use this form to make your complaint but please write a letter if you prefer, covering all the points on the form. Please continue your answers on a separate sheet if there is not enough space on this form. When you have filled in the form, send it to The Headteacher or Chair of the Governing Body at Gladstone Road Primary School, Wooler Street, Scarborough, YO12 7DD. If you need any help completing this form please contact the school.

We will only process your personal data in order to respond to your complaints. In general it will be used for administrative and statistical purposes.

Your name

Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other
First name (BLOCK CAPITALS)
Surname (BLOCK CAPITALS)

Your address

Postcode

Daytime tel. no.		Mobile tel. no.	
------------------	--	-----------------	--

Email address

--

Do you have any special requirements, for example if English is not your first language, disabilities?

--

Have you contacted the school about this matter before? Yes No

If yes, who did you contact, when and how?
--

Have you received a reply? Yes No

If so, when was this?

Please explain your complaint and how would you like to see the matter resolved?
Please use additional sheets if required.

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

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

Please use additional sheets if required.

If you have any documents to support your complaint, please send them with this form. Please tick the box if you would like them returned to you.

We will send an acknowledgement within 5 working days of receiving your communication and will tell you what is happening. If a further response is required, this should reach you within 20 working days.

FOR OFFICE USE ONLY

Complaint reference

Date Received

Acknowledgement sent

Substantive reply sent