

MAKING A COMPLIMENT/COMPLAINT

If you are happy with the actions of your child's school or a teacher let us know, its good to know when we have got it right.

RAISING CONCERNS

General day to day concerns about school life should be raised in the first instance with the class Teacher. If you are not satisfied with the outcome, follow the procedure for complaints, and contact the Head Teacher who will consider your concern. Following a discussion with you, the Head Teacher may decide to carry out a formal investigation.

MAKING A FORMAL COMPLAINT

We welcome suggestions for improving our work in the school. We understand that a common fear is that our relationship with you and your child will be affected if you express dissatisfaction. That will certainly not be the case.

WHAT CAN YOU COMPLAIN ABOUT?

You can complain about the workings of the school, including Curriculum issues, the professional conduct of Staff/Governors, failure to provide a satisfactory service, failure to follow school policies and processes.

HOW DO I COMPLAIN?

Firstly ask to see the Head Teacher or their Deputy by making an appointment, or by putting your concerns in writing.

The Head Teacher or their Deputy will consider the complaint and where necessary conduct an investigation. You will then receive a response to your complaint confirming what action if any is to be taken to prevent a similar problem arising again.

Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the school to understand what happened.

WHAT TO DO IF YOU REMAIN DISSATISFIED WITH THE RESPONSE FROM THE HEAD TEACHER OR DEPUTY HEADTEACHER

If you are still not satisfied, write to the Chair of Governors addressing your letter to "Chair of Governors" marking it confidential, and sending it via the school. Initially you will be asked to discuss your complaint with the Chair of Governors. If at this stage it cannot be resolved then arrangements will be made for you to discuss your complaint in person to a group of three governors who have no previous knowledge of your complaint. They will be independent of the situation and bring a new outlook. A meeting will be called and you will be invited to attend to confirm why you remain dissatisfied and what outcome you wish to see. You can bring a relative or friend with you to offer support. The Governors will talk to everyone involved and then make a decision, which will be conveyed to you and the school.

COMPLAINTS ABOUT HEAD TEACHERS OR THE GOVERNING BODY

If your complaint is about the Head Teacher of the school, you should in the first instance direct your complaint to the Chair of Governors who will investigate. To find out who the Chair of Governors is please ask the school who will provide the information.

If your complaint is about the Governing Body, you will need to contact the Lichfield Diocesan Education Authority

TIME LIMITS INVOLVED IN THE COMPLAINT PROCEDURE

General day-to-day concerns should be raised in the first instance with the class teacher, Head Teacher or their Deputy.

Formal complaints procedure

STAGE 1: To be dealt with by the Head Teacher:

The Head Teacher will formally investigate your complaint. They will talk to everyone involved and then contact you to confirm the outcome of their enquiries within 10 working days.

STAGE 2: To be dealt with by the Chair of Governors

STAGE 3: If matters cannot be resolved with the Chair of Governors.

Three Governors not previously involved will hear your complaint. The Governors will report their findings to you and the Head Teacher within 20 working days

If you remain dissatisfied with the outcome of the school's investigation within 20 working days you can refer your concern to the LEA. An LEA officer will investigate how the school has dealt with your complaint and prepare a report for the school, which will be shared with you. **The LEA cannot investigate the original complaint** only the process that has been followed to ensure that it has been thorough and fair, or, the LEA will advise you of your rights of redress to the Diocesan Authority.

STAGE 4: Referral to the Diocese.

If your complaint is about a Governor or the Governing Body, the Diocese will conduct an investigation.

SCHOOL DOCUMENTS.

Parents have the right to view official reports, policies and documents received into school, and information held in respect of their child. In the first instance, requests should be made to the Head Teacher to view such documents and information.

If parents disagree about any information recorded with regards their child, they should contact the Headteacher who will then review the situation, with a view to amending any information. If the Headteacher feels the information recorded should not be altered, then the parent should write to the Chairman of the Governors outlining the cause of complaint regarding the information held in respect of their child. The Chairman will then refer the complaint to the relevant review body.

SCHOOL GOVERNORS

Governors are available to speak to during informal drop-in sessions at the end of year parent evenings. However, any parent wishing to contact the Governing Body can do so in writing, by addressing their correspondence to the Chairman of the Governing Body, Mr. A. Hobday and handing it in to the school office.

The Governing Body of All Saints School are committed to ensuring the well being of all children and staff.