

What to do if you have a complaint

A guide for parents and carers

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 of School, the Executive Headteacher (or to the Chair of the trust, if the complaint is about the Executive Headteacher).

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 Executive Headteacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Executive 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 can be downloaded from the school website or collected from the school office.

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 Executive Headteacher, or to the Clerk to the governing body, as appropriate.

The Executive Headteacher (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 Executive Headteacher (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 days 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 can be downloaded from the school website.

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.

Forms

All of the forms used in the complaints process can be downloaded from our website (<http://lhasprimaryacademy.org.uk/about/policies-and-procedures/>) or collected in person from the school office.

The full Complaints Policy can also be downloaded from the school website or collected from the school office on request.



Lynch Hill School Primary Academy: Meeting Request Form (Stage 1)

I wish to meet *[name of teacher]*to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name (please print)
Relationship with school (e.g. parent of a pupil on the school roll)
Pupil's name (if relevant to the matter to be discussed)
Your Address
Telephone numbers: Daytime Evening
e-mail address
Signed Date

[Please complete this form and return it to the school office]

School use:

Date Form received:..... Date response sent:.....

Received by:..... Response sent by:.....



Lynch Hill School Primary Academy Formal Complaint Form (Stage 2)

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

Your Name:	Pupil's Name:
Your Relationship to Pupil:	Pupil's DOB and Form:
Address and Postcode:	Daytime Telephone Number:
	Evening Telephone Number:
Full details of complaint (including the names of all persons involved and the dates of incidents referred to). 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 separate paper, or attach additional documents, if you wish.	
What action, if any, have you already taken to try and resolve your complaint (for example, who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:
<i>For Official Use:</i>	
<i>Date Acknowledgement Sent:</i>	
<i>Name of Person Complaint Referred To:</i>	
<i>Signature:</i>	<i>Date:</i>

