

# HEATHERLEY PRIMARY SCHOOL

## *Summary Statement - School Complaints Procedure*

*(to be given out as a matter of course to complainants)*

### **Heatherley Primary School: Listening to Parents, Pupils and the Community**

- We aim to make our school a happy, safe and caring place so that pupils may benefit from the best possible education. All of our staff, both teaching and non-teaching, are dedicated to this aim. If you think we are not living up to your expectations of us we want to know about it so that we may have the opportunity to put things right. We would also like to hear about the things you think we do well.
- If you do have a concern or a complaint, speak to your child's classteacher.
- If he / she cannot resolve the matter or you feel reluctant to speak to the classteacher you should then discuss with the headteacher.
- A course of action will be agreed upon to investigate concerns raised along with a realistic idea of time needed *(20 school day-though flexibility due to dates all parties available.)*
- You will be told the outcomes of the concerns raised.
- Most complaints will normally be resolved at this stage.
- If this is not possible, or your complaint is about the Headteacher or Governor, you should write to the Chair of Governors, at the school address, who is the school governor nominated for investigating complaints.
- You will be then be contacted to discuss your concerns and how to proceed with an investigation regarding the complaint. The Chair of Governors will write to you on behalf of the governing body with the outcomes of investigation.
- If you are still not satisfied you may appeal to a committee of the governing body which will listen to your complaint. This committee will be made up of governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to put your case. The headteacher and the Chair of Governors will also attend to explain what they have done to investigate and resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.

Note- At the time of review it is unknown where an unresolved complaint should be directed due to changes in the Government and LA structures. Previously:

- If you are still not satisfied then you may complain to the Local Authority. The LA only has powers to investigate complaints about the curriculum, religious education and collective worship, the school's charging policy and the provision of information required by law. For other complaints the LA will investigate whether the school's investigation was carried out properly, but will not re-hear the complaint. After the LA has carried out its investigation it will write to you. In the very rare case that you remain dissatisfied you may pursue your complaint with the Secretary of State for Education for Employment. The Local Government Ombudsman is not able to consider complaints about schools, except where they relate to the admission of pupils.