

Ashton Keynes
Church of England
Primary School

A Parents' Guide
to
Making a Complaint

Reviewed March 2010
Next Review due March 2012

A Parents' Guide to Making a Complaint

1. **General Principles.** It is hoped that most parents' concerns can be dealt with by informal discussion with the pupil's class teacher. However, as a parent of a pupil at Ashton Keynes Primary School, if you wish to make a more formal complaint of any nature, this guide will provide the basics of how to go about it. It is the School's wish that all complaints should be dealt with quickly and with a minimum of bureaucracy.

2. **First Steps.** Talking to the pupil's class teacher is always the first and best approach, even if your concern is about that teacher. However, if you prefer to approach another member of the teaching staff or the Head Teacher from the outset, that is equally acceptable. Try, if possible, to make an appointment to meet in person, by calling the School Secretary on 01285-861436, so that time and a place can be set for your meeting. It is not necessary at this stage to go into the nature of your complaint, although a general indication of the subject would be helpful.

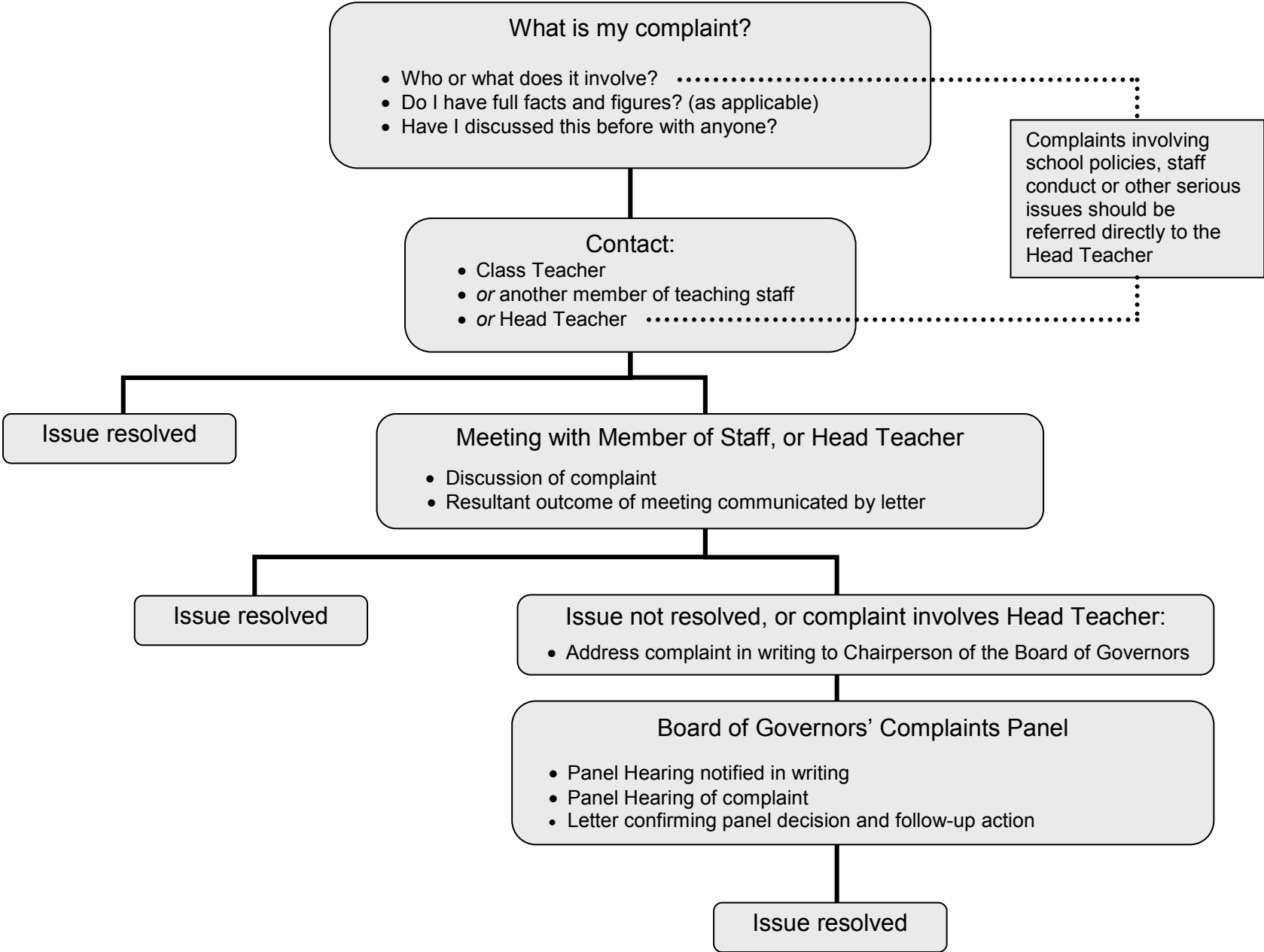
3. **Complaints by telephone or in writing.** If you prefer, you may make your initial complaint over the telephone or in writing. If you do this, you will still be invited and encouraged to attend a face-to-face meeting to discuss the issue. If you are unable to attend such a meeting, you will be sent a Complaints Form, giving full details of your complaint, to amplify your telephone call or letter. You will receive a letter in response to your complaint.

4. **Your meeting with a member of Staff.** Come to this meeting prepared to describe your complaint in detail, giving as much of the background that led up to your complaint as possible, including names, dates and times where appropriate. It is in everyone's interests that this meeting should be conducted in a calm and business-like manner. You will be asked to complete and sign a Complaints Form at this stage, giving full details of your complaint. You will receive a letter to formalize the outcome of this meeting.

5. **Next Steps.** Hopefully, your complaint will have been heard and answered, or steps taken to remedy the problem. However, if you are still not satisfied, you should ask to speak to the Head Teacher, if your original meeting was with other than him or her. This meeting will be arranged as soon as practicable and should result in your complaint being resolved. You will receive a letter to formalize the outcome of this meeting. If you are still not satisfied, you should follow the guidance in para 6.

6. **What to do if your complaint is still not resolved or involves the Head Teacher personally.** In this unlikely situation, you should address your complaint, in writing, to the Chairperson of the Board of Governors. The Chairperson of the Governors will then convene a formal hearing by a Board of Governors' Complaints Panel. This Complaints Panel will consist of a number of Governors sufficient to hear and act on your complaint. The task of the Chairperson of the Board of Governors is to ensure that correct procedures are complied with; he will not attend the Panel, but will nominate who is to chair it. If a Governors' Complaints Panel is to hear your complaint, you will receive a letter in advance of the hearing, setting out the detailed procedures that will be followed during and after the hearing.

A Parents' Guide to Making a Complaint - Flowchart



Ashton Keynes C of E School - Complaint form

Please complete and return to the Head Teacher, who will acknowledge receipt and explain what action will be taken.

Your name	
Pupil's name	
Your relationship to the pupil (Delete as applic)	Parent/Legal Guardian/Other (please state)
Address	
	Post Code:
Day time telephone number	
Evening telephone number	
Email address	
Please give details of your complaint. (Please use a separate sheet if required)	

<p>What action, if any, have you already taken to try and resolve your complaint? Who did you speak to and what was the response?</p>	
<p>What actions do you feel might resolve the problem at this stage?</p>	
<p>Are you attaching any supporting papers? (Please give details.)</p>	
<p>Signature:</p>	
<p>Date:</p>	
<p>For School use only</p>	
<p>Date acknowledgement sent:</p>	
<p>By whom:</p>	
<p>Complaint referred to:</p>	
<p>Date:</p>	