

# **Ashton Keynes C of E Primary School**

**A guide to help parents  
if they have a concern or a complaint.**



**Working Together to ensure that concerns do not become complaints**

Reviewed & Updated Jan 2012  
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## **Introduction**

We aim to work with parents in a positive and helpful way. There may, however, be a time when you have a worry or a concern about something that has happened in school. This booklet sets out how we hope to work with parents if that situation arises.

This could be a concern about the progress your child is making or it may be about behaviour.

## **How to place your concern with us (Informal procedure)**

If you have a concern these are the steps we would suggest you follow:-

### **Speaking to the class teacher**

Please speak to your child's class teacher if you are worried about something. Class teachers know the children very well and want to do their best for the children at Ashton Keynes School. They will do their very best to help you. They may suggest that an appointment is arranged for after school. This will give you more time to talk about your worry and also greater privacy. The morning time when the children are coming into school is always very busy and teachers are not able to give you the same amount of time as they are focussing on the children.

If you are unable to come into school because of work or home arrangements please write a note or give the school a ring. Class teachers are usually able to talk to parents after school on the phone especially if you have rung the school office staff to let them know you would like to talk to one of the teachers. They can then arrange a time so the teacher will be available. Our teachers want to work with you to help overcome the difficulty.

If your concern is about your child's progress in learning, the class teacher may suggest that a meeting is arranged between you, the Special Needs Co-ordinator (SENCO) and them, so that there is a greater range of help given to help overcome the difficulty. The teachers let the designated Complaints Co-ordinator (Deputy Headteacher) and Headteacher know about concerns that parents have raised. Each teacher keeps a record of concerns raised by parents so we can monitor our effectiveness to support children and parents.

### **Speaking to the Headteacher**

Parents may of course arrange to come and speak to the Headteacher. The office staff will arrange a mutually convenient appointment time. Wherever possible the school hopes to find a solution to the difficulty. Sometimes this may not be possible as some difficulties are outside the remit of the school. If the Headteacher is not available the office staff will offer to arrange an appointment with the Complaints Coordinator (Deputy Headteacher).

The Headteacher keeps the Chair of Governors informed of a parent's concern. This may then be reported in general terms to the governing body. We may also take advice from the LA to help resolve the problem. Confidentiality is respected at all times (please refer to flow diagram A).

### **Speaking to a governor**

Parents may also raise a concern with a governor. Governors will work with school staff to try and resolve the problem (please refer to flow diagram B). Governors will also encourage parents to come and talk directly to the school themselves because it is very difficult to deal with anonymous complaints. It may be through a discussion with the Chair or Vice Chair of Governors, which leads to the Headteacher meeting with the parents.

### **Formal Complaints**

If a parent still feels dissatisfied after going through the informal procedure and wishes to take their concern further, they need to write via the Clerk of Governors stating their complaint (please refer to flow diagram C). A complaints form is available for this purpose and can be found in Appendix 1. The governors will then investigate the concern. The parents may be invited to meet with the Chair or with a panel of governors to hopefully successfully resolve the situation.

If, after this, parents are still unhappy they are able to write to the Local authority or to the Department for Education and the Education Minister.

### **Please help us help you**

We want to help so please let us know sooner rather than later if you have a concern. This booklet is based on the Governing body's policy; copies

are available from the school office or on the school website. We hope you will find this booklet useful.

We also appreciate hearing from you when you feel something is going well.

## **Appendix 1**

Copy of the Complaints form

## **Appendix 2**

Flow diagrams A, B and C

**Appendix 1**

**Complaint Form**

Please complete and return to the Complaints Coordinator (Deputy Headteacher) who will acknowledge receipt and explain what action will be taken.

Your Name:
Pupils Name:
Your relationship to the pupil:
Address:
Postcode:
Telephone No:
Please give details of your complaint:
What action, if any, have you already taken to try and 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?
Are you attaching any paperwork? If so, please give details
Signature:
Date:
<b>Official use</b> Date acknowledgement sent: By who: Complaint referred to: Date:

Appendix 2

Diagrams A, B, C

Diagram A

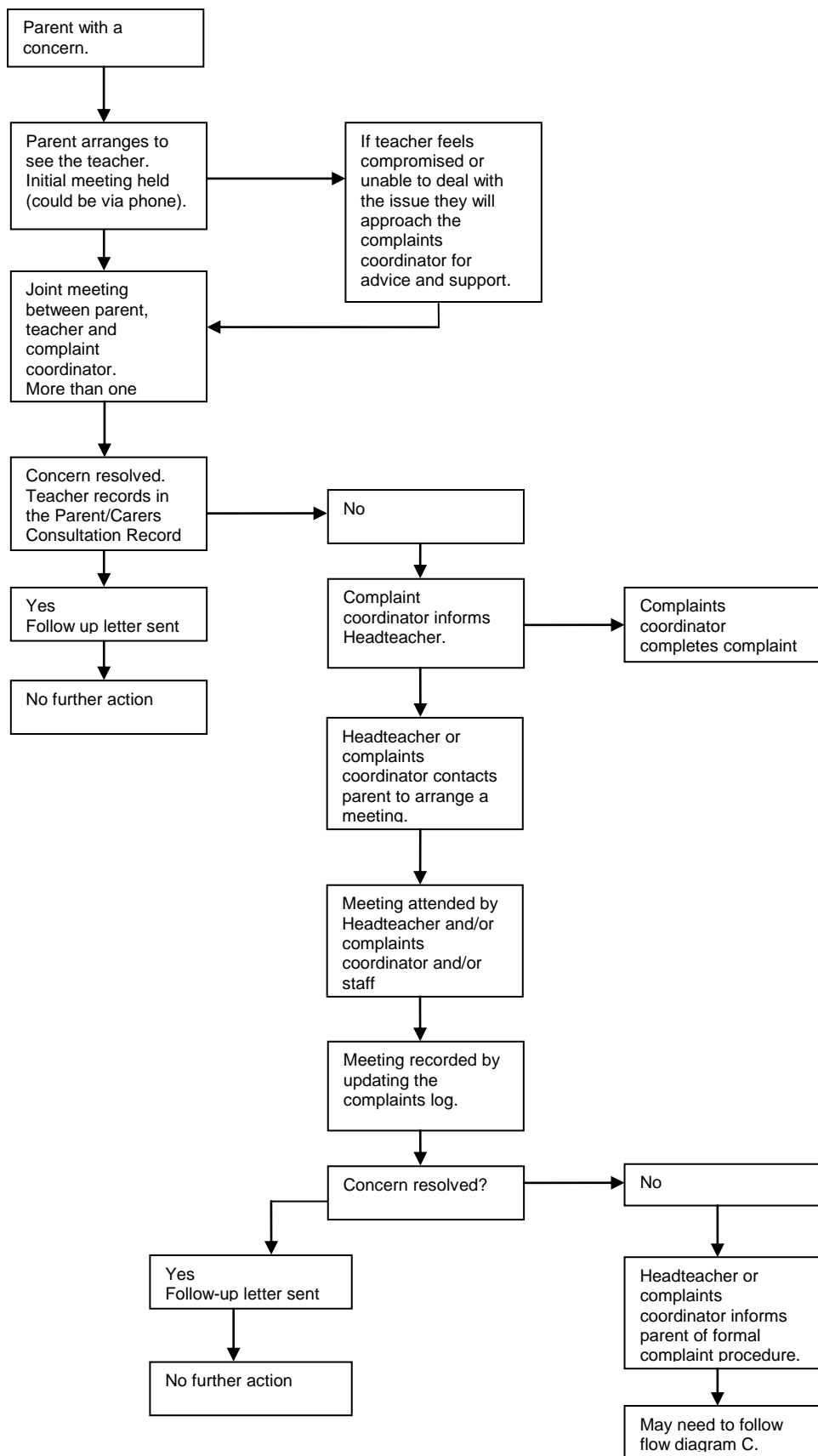




Diagram B

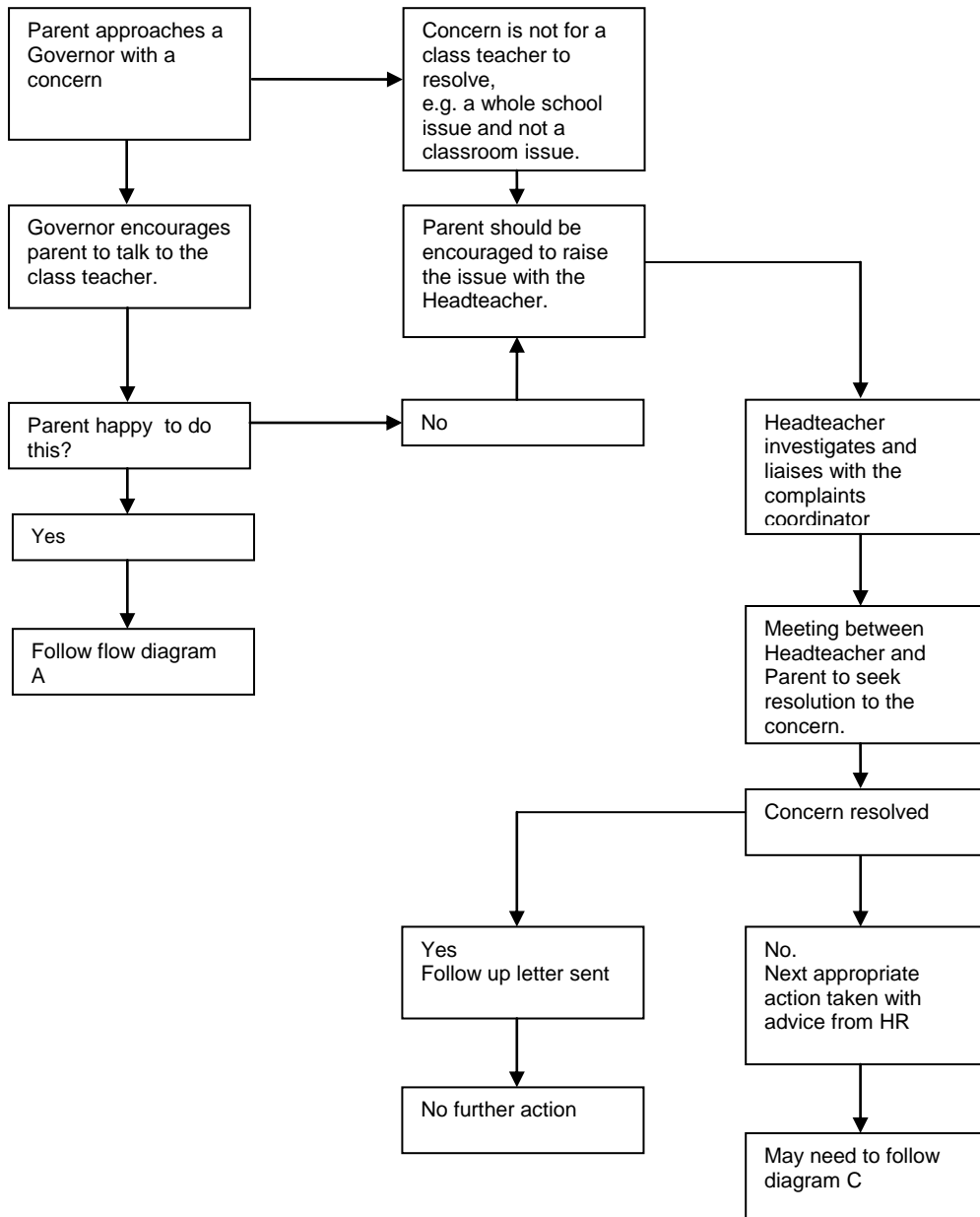


Diagram C

