

Diggle School

School Complaints Procedure

If you have a concern or complaint

We would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you are wanting to tell us, our support for your child in the school will not be affected in any way. Please tell us your concern as soon as possible. It is difficult for us to investigate an incident or problem that has happened some time ago.

What to do first

Most concerns can be sorted out quickly by speaking with your child's teacher. All staff will make every effort to resolve the problem informally. Of course, this does not mean that they will necessarily come round to your point of view but it will help both you and the school to understand both sides of the question. It may help to prevent a similar problem arising again.

What to do next

If you are dissatisfied with the teacher's response to your concern, or if you have a specific complaint about a member of staff then you must take that complaint, orally or in written, to the Headteacher. The Headteacher of this school is usually available to talk to parents without an appointment, but this may not always be possible. An appointment can usually be made the same or next day if the Headteacher is not available immediately.

If the complaint is directly about the Headteacher then you can make a written complaint to the Chair of Governors. You can contact him by writing to The Chair of Governors, c/o Diggle School and marking the envelope PRIVATE/CONFIDENTIAL. Letters so addressed will be delivered that day.

The Chair of Governors will conduct a full investigation of the complaint. You will receive a written response to your complaint within three days of the completion of the investigation.

If you are still unhappy

If you are still not satisfied you may wish to refer the complaint to the appropriate committee of the Governing Body. It will then be heard by a group of governors who have no previous knowledge of your complaint and so will be able to give it an independent and impartial hearing. You will be invited to attend and speak to this panel at a meeting which the Headteacher will attend. Both parties will be given the opportunity to put forward their case, present witnesses and question those representing the school or the complainant.

Once each party has had the opportunity to sum up actions and responses they will leave and the panel will decide on the issues and notify both parties in writing.

General

This procedure is based on the guidance issued by DCSF, ***School Complaints Procedure, 2007***. A full copy of this document is available at <http://www.teachernet.gov.uk/docbank/index.cfm?id=14213>

This policy will be reviewed regularly.

The Governing Body of Diggle School have adopted this policy on _____

Signature of Chairperson of Governors _____

Annex A: Summary of dealing with complaints

Annex B: Complaint form

Diggle School

Complaint form

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

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:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: