



Information for Parents

How to
Comment
or
Complain

Greenside School



Useful names and addresses

Chair of Governors

The secretary at school will tell you who this is and pass on any written correspondence

County Councillor for your area

Contact the Members Secretariat at County Hall
01992 556556

ACE

Advisory Centre for Education

1b Aberdeen Studios
22 Highbury Grove
London. N5 2EA
Free Advice Line 2-5pm
Monday to Friday
0171 354 8321

Children's Legal Centre

University of Essex
Wivenhoe Park
Colchester
Essex CO4 3SQ
Free Advice Service, 2-5pm
01206 873820

more on the back cover

Mark Roberts

Chief Complaints Officer

Head of Service
Conciliation Advice and Appeals Service
Education Department
County Hall
Hertford, SG13 8DF

Helpline 01992 588542

Chris Goodwin-King

Parent Partnership Co-ordinator (Special Educational Needs)

Conciliation Advice and Appeals Service
Education Department
County Hall
Hertford. SG13 8DF

Helpline 01992 555847



Third

Most complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

In the case of complaints about **Special Educational Needs**, the **National Curriculum** or **Collective Worship**, in LEA maintained schools, you can complain further to the Local Education Authority's Chief Complaints Officer.

HOW TO COMMENT OR COMPLAIN

We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning. You may want to talk to us about a particular aspect of this school which is not a complaint - you just want to get something 'off your chest'. Whatever it is use the form with this booklet and let us know your views.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to complain.

Our promise to you

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly



- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within (28) working days

How to make a complaint

First

If you have a concern about anything we do or if you wish to make a complaint you can do this by telephone, in person or in writing. We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or other appropriate member of staff.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right.

If the teacher is not available then the Headteacher will speak to you. If the matter is not settled by the telephone call, an appointment will be made for you to come in to school so that the issue can be fully discussed. You should be able to sort out your worries but sometimes this is not possible. In this case, there is a next step.

Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office. Send the form to the Chair of Governors. The school secretary will tell you who this is. The Chair will then arrange for your complaint to be investigated and considered and will reply within (10) working days to give you a progress report and tell you what will happen next. When your complaint has been fully investigated you will be told of the outcome in writing.

Informal Complaint Form

Please use this form if you would like to record any meetings with members of staff about your concerns.

--	--

Name <i>(print please)</i>	
Signed	
Date	

Name of member of staff spoken to:

The information on this form is confidential to you but you may ask for it to be photocopied and a copy kept by the member of staff you spoke to.

Formal Complaint Form

Name

Address

Postcode

Telephone No. Day

Evening

What is it you want to complain about?

Have you complained to the Headteacher?	YES	NO
--	------------	-----------

When did you do this?	Date:
------------------------------	--------------

What happened when you complained to the Headteacher?

What would you like us to do to put things right?

--	--

Signed	
Date	

Please return this form to the school office for the attention of the Chair of Governors



Summer 2013