



Complaints - Guidance for parents and carers

Introduction

This is summary the full policy is available on the school website and from the main office.

At Greenside School we value working in partnership with parents and carers. We recognise the importance of good relationships in enabling our children to enjoy school, learn, achieve and progress.

Our Vision is: To deliver a creative, relevant and highly personalised curriculum that empowers each learner to achieve a fulfilled future.

Our Values are: Respect Creativity Collaboration

We believe in: Learning Achieving Together.

Resolving difficulties

We are committed to resolving difficulties in an open a constructive manner, through an open and positive dialogue.

We understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher, Area Lead or a senior member of staff, who will to meet with you and go through the issue and hopefully resolve it.

Our commitment

- Complaints will be dealt with honestly, politely and in confidence.
- Complaints will be looked into thoroughly and fairly.
- 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.

We care about what you think

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 (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation.

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, you just want to get something 'off your chest'. Teachers, area and senior leads at Greenside will seek to sort out your worries. However, if this is not possible there is a next step: - the formal stage.

How to make a complaint...

Informal stage

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 (by letter or email).

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 another appropriate member of staff, such as the Area Lead.

We know that it can feel uncomfortable to question or challenge something, 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 member of staff you speak to in the first instance is unable to attempt to resolve the matter, you should make an appointment with the Headteacher. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

Formal - stage 1

Request a meeting with the Headteacher who will arrange for an investigation into your complaint and aim to inform you of the outcome within 10 school days

If your complaint is about the Headteacher, you should write to the Chair of Governors.

Formal – stage 2

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to write a letter addressed to the Chair of Governors. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The SEND Information Advice and Support Service (SENDIASS – formerly Parent Partnership) may be able to help you.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors.

If the Chair of Governors or another Governor has been involved in discussions to help settle the disagreement at Stage 1, s/he should arrange for another Governor to take charge of the investigation. The Governor in charge of investigating the complaint may ask to meet you to discuss your concerns.

You should make sure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting.

If any member of staff is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A member of staff named in a complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may be represented. If this happens, we will inform you in advance.

When the Panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to tell you the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. Our Governing Body will aim to deal with your complaint within 28 school days (5½ weeks).

Further recourse

Most complaints are resolved by this process. You can complain to the Secretary of State at the Department for Education: The Secretary of State, Department for Education, Sanctuary Buildings, Great Smith Street, London SW1P 3BT Website: www.education.gov.uk Telephone: 0370 000 2288