

Husborne Crawley Lower School

Complaints Procedure for Parents and Carers.



The Informal Stage

If you have concerns about your child, the first contact you should make is with your child's class teacher. You can usually speak to teachers briefly on the playground before school, before the bell rings. This however isn't the best time to have a teacher's undivided attention as they will be mentally preparing for the day ahead. If a longer or more in depth talk is needed, you can arrange to speak to the teacher at the end of the school day. Another appropriate method is to contact the teacher by email in to the school office, or by letter, or by arranging an appointment over the phone through the school office, to speak to the class teacher. They will always try to give immediate help but they may ask you to give them time to find out further information.

If you wish to take the matter further, you should make an appointment to see the Head teacher. If you are not satisfied with the school's response to your concern, you may make a formal complaint.

The formal stage

The Headteacher will ask you to put your complaint in writing with your contact addresses and telephone number. The Headteacher will contact you within two days to confirm that the complaint has been received. The complaint will be investigated within five school days or sooner if possible. You may then be invited to discuss the matter at the school with representatives of the school staff. You will then receive a written reply to your complaint. The school will also give details of any actions which may be taken.

The Governing Body

If you are not satisfied with the formal reply, then you should write to the Chair of Governors within ten school days and ask for a Formal Hearing. You will receive an acknowledgement within five school days. Your complaint will be heard by the Governors Complaints Committee within fifteen school days or as soon as possible. This meeting is to resolve the complaint. The time and date of the meeting will be arranged to suit all involved and you may bring a friend or representative with you. The committee's decision will be sent to you within five school days.

The Local Authority

Occasionally, parents who have been through this procedure feel it necessary to contact the Local Authority with their complaint. If this is the case, then the school will be contacted so that the Local Authority (Central Bedfordshire Council) can be satisfied that the school has acted fairly.

In Conclusion

Everyone who is involved in your child's education works together to make sure that your child is happy and supported in their life at school. This procedure should make sure that your concerns are sorted out as quickly as possible and that you are satisfied with the school's reply. Some concerns may be the responsibility of the Local Authority (Central Bedfordshire Council). If this is the case, the Headteacher will be able to advise you.

Please be assured that if a member of staff has any concerns about your child's welfare, needs or education then you will be contacted. We believe that the partnership between teachers, learners and their families plays a vital role in the work that we carry out in school. Without open dialogue and feedback this partnership may break down. Only you as parents can tell us whether we are getting the balance right, please do let us know.

Reviewed by the Strategy committee October 2015

Approved and signed by Chair of Governors: _____ Date: _____