



Complaints Policy

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Ratified by <i>Governors</i> :	Delegated to Head Teacher

Complaints about Schools in Newham

The Four Stage Process

Schools hope to resolve parents' concerns informally. If the school has been unable to do so, parents should take the following action.

This policy tells you how to follow through a complaint about something you feel has gone wrong in the school. Different education complaints are dealt with in different ways - see the 'other complaints' section on the end.

How to make a complaint

Stage one - Talk to the teacher

The initial communication may be by telephone conversation, letter or in person by appointment. If you want to talk in person please make an appointment to talk to the class teacher or form tutor. Difficulties can often be sorted out very quickly in this way. If you are unsure about who to contact and how, ask at the school office. Please do not try to see the teacher or tutor during the school's teaching day when they are taking or preparing lessons. You will need to make an appointment by contacting the school by telephone, email, fax, post or in person. Please allow the designated staff member 5 days to respond to the concern.

To help prepare for your meeting, please let the school know what your meeting is about when you book the appointment and you may also find it helpful to review the school's website for school policies or request copies of the policies on the issues you want to discuss, e.g. Bullying, Behaviour Policy, etc.

It is hoped you can reach an agreement that satisfies you and the school. If matters do not improve or you are still unhappy, proceed to Stage Two.

Stage Two - Meet the Head Teacher

This can only happen if you have been through Stage One. If you are dissatisfied with the response from the member of staff at Stage 1 you may put your complaint in writing to the Head Teacher who will deal with it formally at Stage 2.

Where the Head Teacher is the subject of the complaint, then you should be advised to address it to the Chair of Governors. If the complaint is being dealt with by the Chair of Governors this will by-pass Stage 2 and go to Stage 3 of the formal procedure and heard by the Chair of Governors. You must ensure that you include details of why you are still dissatisfied and what action you would like to resolve the complaint. You may also attach any evidence to support your concerns.

The Head Teacher or another senior member must acknowledge the complaint within 5 days by writing to you. A further communication will follow within 20

school days that will set out the actions taken to investigate the complaint and the findings.

Once the Head Teacher has reached a conclusion they will notify you in writing of this and any actions that will be taken as a result. However, if after this stage you still feel the matter is unresolved or you cannot accept what the schools says, then you can go to Stage Three.

Stage Three - Go to the Chair of Governors

The complaint goes to the Chair of Governors. This can only happen if you have been through both Stage One and Stage Two. You should write to the Chair of Governors, care of the School Office. Please ensure that you include details of why you are still dissatisfied with the decision, the recommendations and actions of the Stage 2 complaint and what you require to resolve the matter. You may also attach any evidence to support your concerns that can be additional to that submitted at Stages 1 and 2.

The Chair of Governors will acknowledge the complaint within 5 days by writing to you stating that another letter will follow within 20 school days, after setting out the actions taken to investigate your complaint and findings. If you are still dissatisfied you can write to the Governing Body directly via the school, or Governor Services or School Management Support at Newham Partnership Working, Francis House, 760 Barking Road, London E13 9PJ outlining why you feel the complaint is unresolved.

Stage Four - Governing Body

The complaint goes to the Governing Body and is the final stage of the process. This can only happen if you have been through Stages 1, 2 and 3. You can write to the Governing Body ensuring that you include details of why you are still dissatisfied with the decision of the Chair, recommendations and actions of the Stage 3 complaint and what you feel should resolve the matter. You may also attach any evidence to support your concerns in addition to that submitted at Stages 1, 2 and 3. Your complaint will be acknowledged within 10 school days. A meeting will take place between a complaints appeal panel and you will receive an outcome letter within 20 school days of the meeting.

Further information

The outcome letter from the School Complaints Panel exhausts the Stage 4 procedure. If you are dissatisfied with the process you may contact:
The Secretary of State for Education, The School Complaints Unit (SCU),
Department for Education, 2nd Floor, Piccadilly Gate, Manchester M1 2WD.

Support for Parents

There are many organisations that can offer independent advice and support as follows:-

Parentline Plus

520 Highgate Studios

53-79 Highgate Road

Kentish Town

London NW5 1TL

Tel: 0808 800 2222 (Confidential, 24 hour, freephone number)

Web site: www.parentlineplus.org.uk

Parentline Plus is a leading national charity providing help and support to anyone caring for children. Parentline Plus have a highly trained team of parents and understand the challenges, advising families on issues big and small to ensure that life is better for all.

Kidscape

2 Grosvenor Gardens

London SW1W 0DH

Tel: 08451 205 204 (Parents' Helpline)

Tel: 020 7730 3300

Fax: 020 7730 7081

Web Site: www.kidscape.org.uk

Kidscape helpline is for the use of parents, guardians or concerned relatives and friends of bullied children. Please ring their counsellors if you require advice or use their frequently asked questions on their website to get some general advice.

Advisory Centre for Education (ACE)

1c Aberdeen Studios

22 Highbury Grove

London N5 2DQ

Tel: 0808 800 5793 (General advice line Mon-Fri 10am-5pm)

Tel: 0808 800 0327 (Exclusions advice line)

Tel: 020 7704 9822 (Exclusion information line 24hr answer machine)

Tel: 020 7704 3390 (Admissions appeals information line 24hr answer machine)

Website: www.ace-ed.org.uk

ACE is a national charity that provides advice and information to parents and carers on a wide range of school based issues including exclusion, admissions, special education needs, bullying and attendance.

Resolving Complaints Locally

Young people have a right to be treated with dignity and respect and valued for who they are and what they bring to their school. As parents, you have a right to expect a high quality education service which seeks to increase the life chances of all pupils and students. You have the right to complain if you are not happy with the education your child receives from school.

Every parent wants the best for their child. Newham's schools want all their pupils to achieve as much as they can, but we acknowledge that sometimes there are difficulties.

Should you choose to complain, Newham schools will try to:

- investigate your complaint carefully
- recognise when a mistake has been made
- when appropriate, take action to prevent the problem happening again

Schools aim to deal with complaints in a way that is simple, fair, fast and satisfies your concerns. You must contact the school and follow the above three stage process if you have a complaint about a school.

Other Complaints

Some education matters have their own complaints or appeal procedures determined by other statutory arrangements. If your complaint relates to one of these areas mentioned below, put your complaint in writing and send it to the service area shown below to Newham Council, Dockside Building, 1000 Dockside Road, London E16 2QU.

- Group Manager, Special Education Needs - for statutory special education needs (SEN) assessments
- Group Manager, Admissions - for school place admissions, appeals and exclusions
- Head of Learning Transformation - for the school's curriculum and collective worship

If your complaint is about an event that happened over 12 months ago, we are not obliged to investigate further. All complaints about members of staff must be made in writing.

Help with making your complaint

If you require any assistance making your complaint, including help for people with disabilities or additional language requirements, you should contact Newham's Language Shop on tel: 0800 952 0119 quoting reference: 50447.

School Complaint Form

Please complete this form and return it to the school office. You will receive an acknowledgement of its receipt and information about the next stage in the procedure by post.

School Name: Winsor Primary School

Your Name:

Relationship with school: *[E.g. parent of a pupil on the school's roll]*

Pupil's Name: Pupil's DOB:
[If relevant to your complaint]

Address:

Day telephone number: Eve telephone number:

Please give concise details of your complaint, *[including dates, names of witnesses, etc.]*, to allow the matter to be fully investigated:

(You may continue on a separate sheet and attach it, if you wish)

What action, if any, have you already taken to try to resolve your complaint? *[I.e. who have you spoken with or written to, and what was the outcome?]*

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details:-

Signature: _____ Date: _____

For School Use:

Date Form Received:

Date Acknowledgement Sent:

Complaint referred to:

Form received by:

Acknowledgement sent by:

Date complaint referred:

Monday - Friday
9:00am - 5:00pm

50447



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