



Acklam Whin Primary School

Concerns and Complaints Procedure

This policy/procedure has been produced by Governors and Staff to assist parents of pupils at the school who wish to comment on any of the following areas:-

Acklam Whin Primary School Concerns and Complaints Procedure

Information requests

The main point of contact for the information in relation to the school is the Main School Office either in person or by telephone **(01642) 813938** or **819622**.

Referral process for parental concerns

Where a parent contacts the school with a concern either in person or by telephone the school office will complete a **Parent Concern Referral Form**.

Please be aware that the **Leadership Team** will process your request and appoint the most appropriate person to contact you to take your issue/concern forward. This may be through a return telephone call or a request for a meeting in school.

Class Teacher or Teaching Assistant

The **first point of contact** for parental issues or concerns in relation to your child in school is your child's **Class Teacher or Teaching Assistant**.

We appreciate that, at times, parents can have queries or concerns about things, which are, or are reported to be, happening in school involving their child.

Many of your day-to-day queries or complaints can be easily resolved by direct contact with your child's class teacher.

These are often caused by a breakdown in communication or an incident involving a child or children within the class.

The class teacher may or may not know the background in such cases but is often the best placed person in the school to investigate.

It is important that parents recognise that once the class is being taught it is be very difficult and disruptive to the children's learning for the teacher to leave the class.

In such cases, please make an appointment with the class teacher at an alternative time.

Year Team Leader or Phase Leader

Your **second point of contact** if your discussions with the class teacher have not been able to resolve the issue or concern is a joint meeting with the Team or Phase Leader.

This will require a separate appointment when both members of staff can be available to discuss with you a way forward.

Behaviour Support Teacher

In situations where there is a concern or issue over behaviour, the involvement of **Mr. Inions**, our **Behaviour Support Teacher**, may be appropriate or required. Mr Inions is able to support parents experiencing issues relating to behaviour. His involvement in any particular concern will be referred through the **Leadership Team**.

Leadership Team involvement:

Head Teacher, Deputy Head Teacher, Assistant Head Teacher and Senior Team leaders.

The Leadership Team become involved in parental concerns or issues where the severity of situation is significantly serious and/or has not been able to be resolved through the previous processes.

The Leadership Team will determine the most appropriate representation in such cases.

The Senior Team Leaders, Deputy Head Teacher and/or Head Teacher may be involved in such situations as appropriate to the running of the school.

In such cases appointments will be made **by the school** with the parent/s concerned in an effort to mediate a resolution.

Local Authority Support

In certain situations resolution of an issue may require a conference involving representatives of the Local Authority. In such cases it is usual for a formalised plan to be developed with parents and/or school committing to defined protocols.

Formal Complaints Procedure

In certain circumstances parents may make a **formal complaint** about the school or the actions of the school using the **formal complaints procedure**.

If you wish to make a formal complaint, contact the Main School Office and make an appointment to see the Head Teacher, Deputy Head and/or Assistant Head Teacher.

Details of the nature of the complaint will be required when you make the appointment. You will be asked to **formalise your complaint in writing**. Complaints often take time to investigate so that an instant response to your complaint is not usually possible.

Similarly, some situations may take time to resolve. You may be invited to assist the school in helping to resolve the situation.

The school is not responsible for most things which happen outside it, but will still want to help you if it is able to do so.

The **School will respond to your formalised complaint in writing** as soon as an appropriate investigation has been undertaken.

Complaints to the Governing Body

If you are unhappy about the response you get from the school and the Head Teacher, you may wish to take your complaint to the **Governing Body** of the school.

Your complaint should be addressed for the attention of the **Chair of the Governing Body - Mrs L Sullivan**.

For certain activities which occur in schools, the Local Authority is responsible, if your complaint relates to one of these activities it may be passed on to them to try to resolve.

Your complaint will be investigated and acted upon as soon as possible.

If you do not hear anything immediately, you should not assume no action has been taken.

In a very small number of cases, investigations may lead to the Governing Body taking disciplinary action. Action in this respect is confidential; this is in accordance with good employment practice.

If you are unable to come to terms with the school's expectations, you may wish to consider transferring your child to another school. Such a request should be made in writing to the Children Families and Learning Department. However, **in most cases**, it is best for your child to remain at the school and for you to work with staff to reach a solution to the problem.

There are other people to whom you might complain and who may be able to help. These include your local M.P., OfSTED, the Secretary of State for Education and the Local Ombudsman. The Local Authority will provide advice and an appropriate address if you wish to follow this route.

Local Authority Contact

Children Families and Learning
Department PO Box 69 Vancouver
House Gurney Street
MIDDLESBROUGH TS1 1EL
Telephone: 01642 245432