

MATHER STREET

PRIMARY SCHOOL

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MY SCHOOLS TOGETHER

YEW TREE COMMUNITY



Complaints Guidance

If you have a concern or complaint

We want to know because we welcome suggestions to help us improve our work. Don't worry that anything you tell us will affect the way we treat your child, it won't. Please tell us of your concern as soon as possible because it can be difficult to investigate an incident or problem which has happened some time ago. For example if the concern happened over 3 years ago we would not normally investigate.

What to do first

Most concerns and complaints can be sorted out quickly by speaking to your child's class teacher, usually at the end of the day because in the morning teaching must take priority.

There may be a problem you feel should be discussed with the Executive Headteacher or the Heads of Schools.

Martine Buckley, Executive Headteacher
Rais Bhatti, Head of School – Yew Tree
Sally Brown, Head of School – Mather Street

To do this you will need to make an appointment. The admin staff of each school can arrange this.

We will make every effort to resolve your problem informally and do our best to put things right.

There may be occasions of course when we can't reach an agreement, but if we all try to understand both sides of the question we may be able to prevent a similar problem arising again.



What to do next

If you are unhappy with our response you can make a written complaint. If your complaint is about the Heads of School you can write to the Executive Headteacher.

If your complaint is about the Executive Headteacher you can write to the Chair of Governors, care of either school.

You may also find it helpful at this stage to have a copy of the full statement of the General Complaints Procedure as this explains in detail what procedures are followed. This is available from the school office and on both school websites.

The Executive Headteacher or Chair of Governors will want to meet with you to discuss the problem. You may wish to bring a friend to this meeting.

Your complaint will be fully investigated and members of staff or pupils involved may be interviewed. You will receive a written response to your complaint.

If you are still unhappy

The problem will normally be solved at this stage. However if you are still not satisfied you may wish to contact the Chair of Governors again to ask for a referral of your complaint to a Governors' Complaints Panel. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be able to give a fresh assessment. You will be invited to attend and speak to the panel at a meeting which the Executive Headteacher will also attend. Once again you may choose to bring a friend and the Executive Headteacher may choose to be represented by an officer of her professional association. The General Complaints Procedure explains how these meetings operate.

This guidance tries to explain very fully and formally what you need

to do to make a complaint. We will always do our best to sort things out by working together in the best interests of all our children.

The role of the Local Authority

The local authority does not investigate complaints about school matters. If we cannot resolve your issue the next step is the Department for Education.

The role of Ofsted

Ofsted can consider complaints if they affect the school as a whole, but not cases about individual pupils.

Who can make a complaint?

We can only respond if to a complaint concerning a child if you have parental responsibility or if the person making the complaint has written permission to act on a parent's behalf.

Vexatious Complaints and Unacceptable Behaviour

Very occasionally schools encounter complainants whose behaviour is unacceptable eg. abusive, offensive or threatening. Very occasionally a complainant will make so many contacts that the school's day to day business is hindered.

If so the school may take action to limit a complainant's contact with school.