

Long Ridings Primary School

Policy statement on handling parental concerns and complaints

Compliments

These are always welcome and very encouraging to teachers and staff. The school encourages feedback or opinions from pupils and parents. In practice this dialogue is continuous, sometimes directly and also indirectly, for example, through the Parents' Association. It may not always be possible to act immediately but pupils and the school always benefit so please don't hold back.

Concerns

It is natural that parents may, occasionally, be concerned about an aspect of their child's education or welfare at school. This could include issues concerning the school's approach to areas such as aspects of the curriculum, homework, or behavioural problems.

The school welcomes enquiries from parents about any matter. Teachers and staff will explain the school practices, policies, and how they affect the pupils. The vast majority of concerns will be handled by the class teacher or by the subject co-ordinator if this is more

helpful. If in doubt, keep asking until you are completely satisfied as all staff are eager to help.

The usual format is to speak to the child's class teacher in the first instance, or to contact the school office to arrange an appointment to discuss your concern with whoever you wish. At all times the staff will help to resolve a problem. If occasionally parents feel they must state their concern formally, this too is not a problem. The school has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

Complaints

The procedure is again to speak to the child's class teacher in the first instance. If you are still concerned, your next step would be to contact the Key Stage Manager. This is Mrs. Baker for Foundation and Key Stage 1 and Mr. Gray for Key Stage 2. You may feel it necessary to ring the school office to arrange an appointment to discuss your complaint with the Deputy or Headteacher.

The school's policy is to follow the Local Education Authority guidelines when handling concerns and complaints. The LEA Parent Complaint Guide is filed by the school office. Just ask if you would like advice or a copy of it. It would be unusual to deviate from these

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procedures but the school always retains discretion in these matters.

In summary, the Local Education Authority procedure is divided into four stages:

Stage 1 aims to resolve the concern through informal contact at the appropriate level in school.

Stage 2 is the first formal stage where written complaints are considered by the Headteacher or a designated governor, who has responsibility for dealing with complaints. At Long Ridings this is our Chair of Governors: Mrs. Crotty. Written complaints can be left at the Admin Office in a sealed envelope marked Private & Confidential for her attention.

Stage 3 is the next step once Stage 2 is complete. It involves a complaints review panel of Governors.

Stage 4 is the Final Review stage where the Local Authority will review and comment on the way the school has dealt with the complaint.