

# Information for Parents

## How to comment or complain

Holtsmere End Infant and Nursery School  
[head@holtsmereinfants.herts.sch.uk](mailto:head@holtsmereinfants.herts.sch.uk)  
[Tel:01442 211963](tel:01442211963)

### HOW TO COMMENT OR COMPLAIN

#### We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to contact us using the details listed above.

#### Our aims

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 school days

#### **Holtsmere End Infant and Nursery School**

Telephone: 01442 211963

Email: [admin@holtsmereinfants.herts.sch.uk](mailto:admin@holtsmereinfants.herts.sch.uk)

Website: [www.holtsmereinfants.herts.sch.uk](http://www.holtsmereinfants.herts.sch.uk)



## How to make a complaint

### First

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of Staff, such as the Special Educational Needs Co-ordinator (SENCo) if it is about Special Needs.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the first person you talk to cannot help you then speak to the Headteacher. Make an appointment with the school secretary to make sure the Headteacher is available. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

### Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office and online. Address the form to the Chair of Governors. The school secretary will tell you who this is and pass on any written correspondence. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. This is likely to involve a Panel of Governors. When your complaint has been fully investigated you will be told of the outcome in writing.

### Third

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about **Special Educational Needs**, you can complain further to the Local Authority. This should be done by writing to the Complaints Manager in the Customer Service Team at the address on the back page.

It should be noted however that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further.

## Useful contacts

### **Advisory Centre for Education (ACE)**

1C Aberdeen Studios, 22 Highbury Grove, London, N5 2EA

Free Advice Line 2-5pm, Monday to Friday

Web: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

Email: [enquiries@ace-ed.org.uk](mailto:enquiries@ace-ed.org.uk)

Phone: **0808 800 5793**

### **Children's Legal Centre**

University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ

Free Advice Service, 2-5pm

Web: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Email: [clc@essex.ac.uk](mailto:clc@essex.ac.uk)

Phone: **01206 873820**

### **Complaints Team**

Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF

Web: [www.hertsdirect.org/your-council/hcc/childserv/comments/](http://www.hertsdirect.org/your-council/hcc/childserv/comments/)

Email: [cs.complaints@hertscc.gov.uk](mailto:cs.complaints@hertscc.gov.uk)

Phone: **01992 588542**

### **Parent Partnership Team (Special Educational Needs)**

Room 152, County Hall, Hertford SG13 8DF

Web: [www.hertsdirect.org/parentpartnership](http://www.hertsdirect.org/parentpartnership)

Email: [parent.partnership@hertscc.gov.uk](mailto:parent.partnership@hertscc.gov.uk)

Phone: **01992 555847**

The Parent Partnership service provides impartial information and offers guidance on Special Educational Needs to Parents, Carers and Professionals. There are four Parent Partnership Supporters in the county and you can contact your local Supporter directly and confidentially. Their contact details are as follows:

- **Irene Holland - 01462 634488**  
(Stevenage/Hitchin/Letchworth/Baldock/villages)
- **Dawn Owen - 01920 411152**  
(Hertford/Ware/Bishops Stortford/Waltham Cross/Hatfield/WGC/villages)
- **Kären Edwards - 01442 453316**  
(Watford/Rickmansworth/Potters Bar/Borehamwood/villages)
- **Helena Marks - 01442 217143**  
(St Albans/Hemel Hempstead/Tring/Harpenden/Berkhamsted/villages)

### **ParentlinePlus**

520 Highgate Studios

53-79 Highgate Road

Kentish Town

London, NW5 1TL

Web: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Phone: **0808 800 2222**