



INFORMATION FOR PARENTS: PROCEDURE FOR DEALING WITH CONCERNS AND COMPLAINTS ABOUT YOUR CHILD'S EDUCATION

The staff and governors at Wild Bank Community School are committed to providing high quality education and welfare for all children in a secure and supportive environment. Whilst we work hard to achieve the best for the pupils at school, it is appreciated that there may be occasions when you have concerns about your child's education or about particular incidents which have occurred at school. If such a situation arises, we would ask you to follow the procedure outlined below.

At Wild Bank Community School, we strive continuously to ensure that everyone is treated with respect and dignity. Each person is given fair and equal opportunities to develop their full potential regardless of their ability, special educational needs, disability, gender, transgender, ethnicity, sexuality, culture or religious background. The school actively promotes equality, fosters positive attitudes and holds a commitment to an education for equality.

In accordance with the Education Reform Act of 1988, the school follows the Tameside procedures for the consideration of general complaints about the education provided by the school. Initially all concerns or complaints should be referred to the Class Teacher for discussion and resolution. If your complaint is not resolved to your satisfaction, please follow the procedure outlined below.

In addition to this general complaints procedure, there are a number of other statutory procedures which relate to specific aspects of the education system. These may need to be followed if you have concerns about the following:

- (a) The school curriculum and related matters.
- (b) Admission of your child to school.
- (c) Exclusion of your child from school.
- (d) The assessment of your child's special educational needs.

If you require more information about any of these procedures, you should contact either the Headteacher or Education Services at Tameside Council.



Complaints Procedure

The procedure for dealing with complaints relating to the education provided by the school is as follows:-

- It is expected that any initial concern a parent/guardian has about the education of their child would be made to the Class Teacher. You can contact them to arrange an appointment to discuss your concern when you collect your child at the end of the school day or by telephoning the school, writing a letter or sending a note via your child. We urge all parents to contact school at an early stage so that any problems can be dealt with before they become major issues, and parents and school can work together to find a satisfactory solution to the problem.
- If there is still cause for concern, the matter will be referred to the Deputy Head Teacher. It is expected that the majority of problems will be dealt with at this stage to the satisfaction of the parent/guardian.
- If the parent/guardian is not satisfied, they are asked to make an appointment to see the Headteacher, who has overall responsibility for the day-to-day management of the school. The parent/guardian can contact the Headteacher for an appointment either by telephone or in writing. He will listen to their concerns, investigate the matter, and then report back to them. Please bear in mind that the Headteacher has many other responsibilities, and the parent/guardian may have to wait a few days before receiving a response. Obviously, if the matter is urgent, it will be attended to as soon as possible.
- If the parent/guardian is still not satisfied the Headteacher will suggest that they write to the Chair of Governors.
Wild Bank Community School
Demesne Drive
Stalybridge
SK152SQ
- If necessary the Chair of Governors may contact the parent/guardian to discuss their complaint. He/she will then take action to investigate whether the matter has been dealt with appropriately and then report back to the parent/guardian.
- If the parent/guardian still feels that their concern has not been dealt with appropriately by the school, they can appeal formally in writing to the Governor Complaints Sub-Committee which consists of three Governors. The Governor Complaints Sub-Committee will consider the matter following guidelines which are described in an information leaflet, "Guidance for Parents on the Conduct of Governing Body Complaints Panel Hearings". A written report of their conclusions will be submitted to the Parent/Guardian, Head Teacher and the Chair of Governors.
- If the parent/guardian is still concerned, then they are advised to contact the Education Office at TMBC on 0161 342 8355
- Further information about making a complaint about educational services is available on the TMBC website at <http://www.tameside.gov.uk/schools/complaints>

OTHER COMPLAINTS PROCEDURES

In addition to this general complaints procedure, there are a number of other statutory procedures which relate to specific aspects of the education system. These may need to be followed if you have concerns about the following:

- (a) The school curriculum and related matters.
- (b) Admission of your child to school.
- (c) Exclusion of your child from school.
- (d) The assessment of your child's special educational needs.

If you require more information about any of these procedures, you should contact either the Headteacher of your child's school or Education Services at Tameside Council.

Most concerns that parents/guardians have on a day-to-day basis do not necessarily fit into one of these categories and the general procedure outlined above should therefore be followed. In any case, the general procedure can still be used initially to deal with concerns which fall within categories (a) to (d).

I'm still unsure what to do. Who can I turn to for help?

If you are not sure what to do, or feel you would like some advice on how best to proceed, please contact the Headteacher in the first instance. If you feel you would like to speak to someone who is not directly involved with the school, you can contact Governor and Management Support at Tameside Council (Tel: 0161 342 2208).

