
NELSON MANDELA SCHOOL COMPLAINTS OR CONCERNS POLICY

“An inclusive school putting your child at the heart of learning.”

- Nelson Mandela School is committed to working in partnership with the community to ensure the best outcomes for all.
 - We strive to remove the barriers which may hinder learning
 - We will provide challenge and high expectations and help our children to reach their goals
 - We strive to open minds and open doors to support everyone on their lifelong journey of learning.
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Nelson Mandela Community Primary School is fully committed to working in partnership with our families and local community and building positive relationships.

We recognise the importance of pupil voice and parent voice. Our belief is that a small problem can become a big problem if it is not shared.

We strive to be fair, open and honest when dealing with any complaint.

We give careful consideration to all complaints and deal with them as swiftly as possible.

What can you do?

Please make sure that we know when you are unhappy about something.

Who should you speak to?

Sharing a concern about your child or the school

If you are concerned about anything to do with the education that we are providing at our school, you should, in the first instance, discuss the matter with your **child’s class teacher**. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child’s progress.

If you ever feel that a situation has not been resolved through contact with the class teacher, or that your concern is of a sufficiently serious nature, you should make an appointment to discuss it with the Head Teacher. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. This may require the Phase Leader’s involvement. Most complaints are normally resolved at this stage.

Sharing a concern about the Head Teacher

Should you have a complaint about the Head Teacher, s/he should first make contact with the governing body, who is obliged to investigate it. The governors in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome; s/he can make a formal complaint to the local authority.

How to take the matter further

This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. You should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

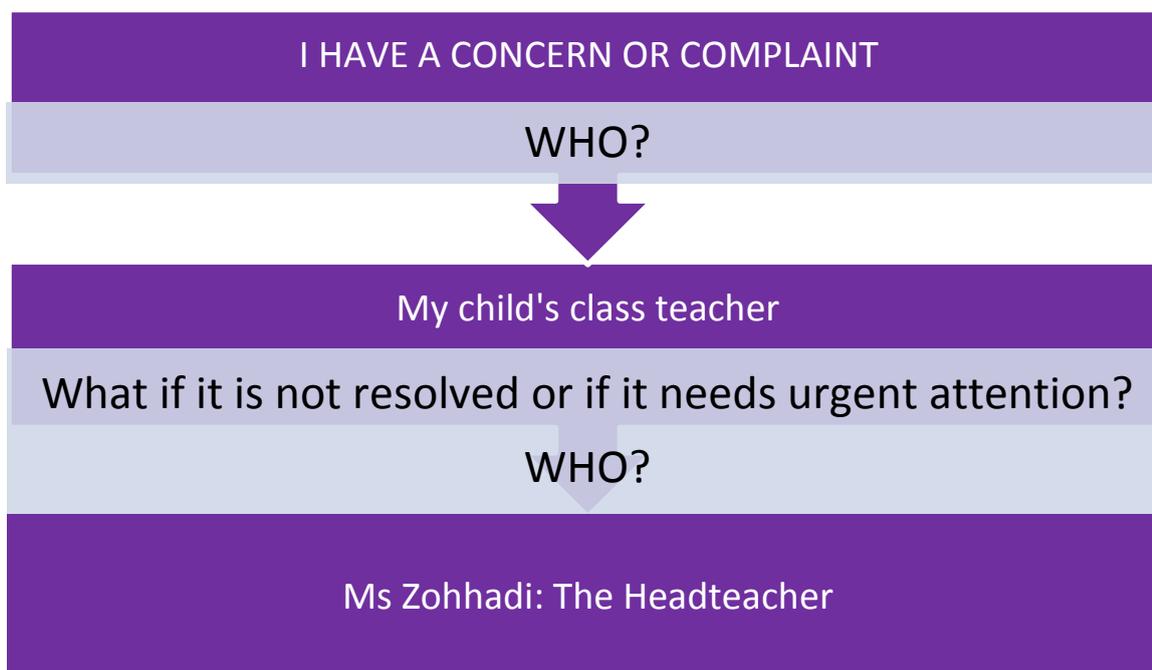
After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

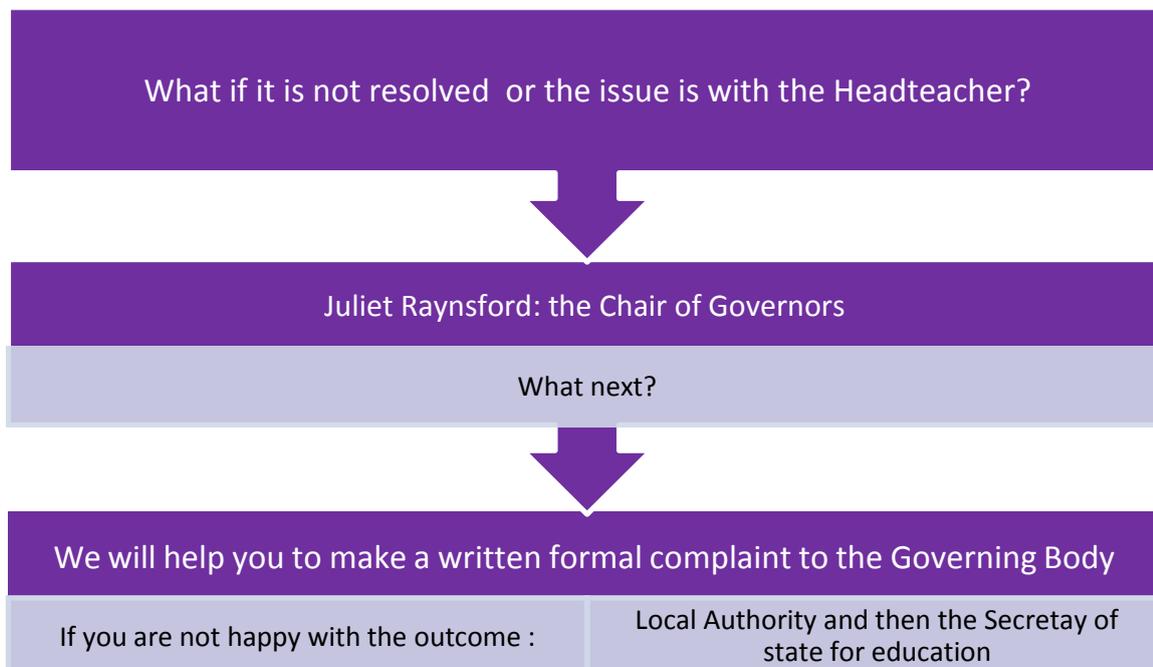
Who to appeal to next

If the complaint is not resolved, a parent may make representation to the LEA. Further information about this process is available from the school or from the LEA.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

Our Flow Chart:





How do I contact the relevant people?

- Your child's class teacher is available at the start of each day and at the end of each day and if they are unable to solve your concern, they will direct you to someone on the staff who can. (This might be the Phase Leader)
- A member of the **school's leadership team** is at the school gate each morning where they can have a chat with you or make an appointment to discuss further.
- We hold a "meet and greet" morning every half term. This is an opportunity to have a chat about your child and the school as well as an opportunity to meet other support agencies. Please do not wait until one of these meetings if you are worried about anything.
- Juliet Raynsford, the Chair of Governors can be contacted on your behalf. The main office will be able to pass on your details to him.

We will listen to your concern and we will respond as soon as we can. Sometimes this might include gathering further information. We will then contact you, at an agreed time, to discuss the best way forward for all parties concerned.

An example of a form to record a formal complaint

Please complete and return to Juliet Raynsford (Chair of Governors) who will acknowledge receipt and explain what action will be taken.

Your name:			
Pupil's name:			
Your relationship to the pupil:			
Address:			
		Postcode:	
Day time telephone number:		Evening telephone number:	
Please give details of your complaint.			
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?			
What actions do you feel might resolve the problem at this stage?			
Are you attaching any paperwork? If so, please give details.			
Signature:		Date:	

Official use	
Date acknowledgement sent:	Complaint referred to:
Acknowledgement sent by:	Date: