

Summerfields Primary School is a community that values and promotes equality and diversity. We do not tolerate discriminatory practices of any kind.

We expect all members of the school community to treat one another with mutual respect and dignity.

In order for your child to succeed as Summerfields we all need to work together.

No one role is more important and we all share responsibility for ensuring everyone makes the most of opportunities and that all children feel happy, safe and want to come to school

Useful information:-

- School's Complaint Policy (please email or ask at the office for a copy)
- Parents' and Young People's Complaints about schools—DfE publication
- The Education Act 2002 - especially Section 29



March 2017



Summerfields Primary School

Concerns and Complaints about Schools

Guidance notes for Parents



If you have a concern or complaint

We would like you to tell us about it as soon as possible but within at least 6 weeks of the incident. We welcome suggestions for improving our work in the school. Be assured that no matter what you tell us, our support and respect for you and your child in school will not be affected in any way. Please tell us of your concerns as soon as possible. It is difficult for us to investigate properly an incident or problem which has happened some time ago.

What to do first

- > Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher.
- > If you have a complaint which you feel should be looked at by the Head Teacher in the first instance you can contact her straight away if you prefer.
- > It is usually best to discuss the problem face to face. (You may need an appointment to do this and can make one by contacting the school office.) You can take a friend or relation to the appointment if you want to.
- > All staff will make every effort to resolve your problem informally. They

will make sure that they understand what you feel went wrong and explain their actions to you. They will ask what you would like the school to do to put things right.

- > However, this does not mean that in every case they will come round to your point of view but it will help you and school to understand both sides of the question.

What to do next

- > If you are dissatisfied with the teacher's response you can make a complaint to the Head Teacher.
- > This should be in writing. The Head Teacher will normally respond to your letter within 10 working days.
- > If your complaint is about an action of the Head Teacher personally, then you should refer it to the Chair of Governors. You can contact them at the school.
- > You may also find it helpful to have a full copy of the General Complaints Procedure. This is available from the school office.
- > The Head Teacher will ask to meet you for a discussion; again you may take a friend.
- > The Head Teacher will conduct a full investigation of the complaint and may

interview any members of staff or pupils involved. You will receive a written response to your complaint.

If you are still unhappy

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to contact the Chair of Governors to ask for a referral of your complaint to a Governor's 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 it a fresh assessment. You will be invited to attend and speak to the panel at a meeting which the Head Teacher will also attend.

Further action

Complaints about school problems are almost always settled within schools but in exceptional cases it may be possible to refer the problem to an outside body such as the Local Authority. There is more information on this in the General Complaints Procedure.