

Panel members and /or the Head teacher, who will also be Present, may ask questions. The head teacher will then explain How the school has responded to the Complaint, and then you and the panel may ask the head teacher questions. You may also ask other people (witnesses) to speak about what happened.

After this, everyone except the panel and the person taking the minutes will leave, so that the panel can consider all the findings. The chair of the panel will write to you within a few days setting out the panel's findings. They will also write to the head teacher and chair of governors. Their findings are binding upon the school.

The panel's findings are the schools final response to you about your complaint. Schools are responsible for their activities, and the local Authority cannot get involved. The Local Authority cannot tell the school or governing body what to do. If you are still unhappy you could write to the secretary of state for Education, but again there is no power to intervene unless the governing body has acted unreasonably or has failed to fulfil its statutory responsibilities.

What might a complaint be about

- Your child's academic/social progress
- Bullying by other pupils
- Your child's relationship with teachers or other staff
- Homework, too much or too little of it
- Unfair treatment of your child as you or your child perceive it
- Issues on Health and Safety of your child
- Absence (authorised/unauthorised)
- Missing property
- Detentions and other sanctions
- Parents evenings
- Any situation which causes you or your child concern

How to Complain – A Summary

1. Talk to the staff member concerned or other appropriate staff member.
2. Talk to the head teacher.
3. Write to the chair of governors.
4. Write to ask for a complaints panel.

Finally...

Please be assured that we will take your complaint seriously and treat you fairly.

If something has gone wrong we want to put it right, and if you are not happy with the result, then neither are we!



Rainham Close
London SE9 2JB
Tel No: 0208 850 6841

Complaints Leaflet For Parents



Executive Head teacher: Mrs Jo Gordon
Co-Head Teachers: Mrs Katie Cutajar
and Miss Natasha Tilley



We aim to provide your child with the Best possible education and meet his Or her needs as well as we can.

However, in any school, parents may Occasionally feel concerned about Something or have a complaint. If This is the case we want to hear from You. This leaflet explains how you Can voice a concern or complaint, And how we will respond.

What is a complaint?

It can be a concern or problem or Feeling of dissatisfaction that you Have about an aspect of our work.

What do I do if I have a complaint about the school?

Tell a member of staff. Preferably Speak with the member of most Knowledgeable of the facts of the Matter, usually the class teacher. She/he will discuss your complaint With you and seek to resolve the Matter. Please try and see the Teacher after school and be aware They may need to refer to another Adult and arrange another meeting With you. Your child will not be Penalised or treated less favourably As a result of your making a complaint. There are certain specific complaints That are handled differently.

- If your child is refused admission to The school you have a statutory right to

Appeal to an independent appeal panel. The school will be able to give you details.

- If your child has Special educational Needs (SEN) and you have a complaint about her/his SEN provision, the school will be able to give you details of the Local Authority's dispute resolution arrangements, the parent partnership service, and the SEN Tribunal for disputes about a Statement of Special Educational Needs.

What do I do if I feel my complaint hasn't been sorted out?

You may contact Mrs Sinclair and ask for an appointment to see Mrs Gordon, Mrs Cutajar or Miss Tilley. You will be given an opportunity to detail your concerns and may be asked any questions to help understand the situation fully. Mrs Gordon will probably then have to talk to other people, but will get in touch with you as soon as she is able to respond fully. This is referred to as the informal stage of the complaints procedure.

If I feel unhappy with what the Head teacher says, what can I do then?

You may then write to the Chair of governors of the school's governors (or designated governor), at the school address, setting out your complaint and why you are unhappy with the school's

Response. The Chair (or designated governor) will then write again once he has investigated more fully. You should receive a full response within 14 days.

This stage still referred to as the informal stage of the complaints procedure.

What happens if I am unhappy about the chair of Governors response?

You are entitled to ask a panel of governors to meet to consider your complaint. If you want to do this, write to the clerk to the governing body within 14 days of receiving the Chair's response. Say that you have a formal complaint and that you remain unhappy with the way the school and Chair of governors have responded, and that you would like a panel of governors to consider your complaint.

There is no need to write all the details of complaint in this letter but you will be required to explain clearly what you are complaining about. The clerk will contact you about the panel and explain what will happen. You may discuss this with someone with you if you wish. This part of the procedure is referred to as the formal stage of the complaints procedure.

What happens at the panel meeting?

One of the governors will chair the meeting, and s/he will explain what will happen. You may be asked to outline your complaint.

