



# Green Lanes School

## Complaints Policy

<b>Signed by</b>	<b>Governing Body</b>
<b>Signed by</b>	<b>Headteacher</b>
<b>Date reviewed</b>	<b>Autumn 2017</b>
<b>Due for review</b>	<b>Autumn 2019</b>

## HOW TO COMMENT OR COMPLAIN

### **We care about what you think**

Each day Green Lanes 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 the 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 free to contact us.

### **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 (5  $\frac{1}{2}$  weeks).

Green Lanes Primary School

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

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

Telephone: 01707 262556

## HOW TO MAKE A COMPLAINT

### **In the first instance - informal stage**

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 something, 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 member of staff you speak to in the first instance is unable to attempt to resolve the matter, you should make an appointment with the Headteacher. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

### **First - formal stage**

**Request a meeting with the Headteacher** who will investigate your complaint and aim to inform you of the outcome within 10 school days (2 weeks).

If your first contact is with the individual *Governors*, they will advise you to take up your concerns with the appropriate member of staff or Headteacher. A Governor should not be made aware of a potential complaint as they may be required to sit on a Panel in the event of a formal hearing (stage two) and should be impartial.

If your complaint is about the Headteacher, you should write to the Chair of *Governors*. If your child has a Statement of Special Educational Needs or an Education, Health and Care Plan, you might find it helpful to talk to our SENCO or your child's named Special Needs Officer at the Local Authority. The SEND Information Advice and Support Services (SENDIASS - formerly Parent Partnership) may also be able to help you.

### **Second - formal stage**

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Chair of *Governors*. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Chair of *Governors* will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This should involve a Panel of *Governors* at a hearing where the complainant and the respondent are invited to attend. If the Chair of *Governors* or another *Governors* has been involved in discussions to help settle the matter at Stage 1, he/she should arrange for another *Governor* to take charge of the situation. Neither the Chair of *Governors* nor the *Governor* in charge should sit on the Panel themselves and they should instead ensure that a Panel is convened in line with the timeframes and guidance set out in the school's complaints procedure. The *Governor* in charge of investigating the complaint may ask to meet you to discuss your concerns. It is not advisable for a Panel to investigate and conclude

matters without giving the Complainant and Respondent the opportunity to respond. Therefore, a formal hearing with all in attendance is most preferable.

You should make sure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting. If any member of staff named in a complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may also be represented. If this happens, we will inform you in advance.

When the Panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to tell you the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. Our Governing Body will aim to deal with your complaint within 28 school days (5  $\frac{1}{2}$  weeks).

### **Further recourse**

Most complaints are resolved by this process. Should your complaint not be resolved, your further options are as follows: -

- You can complain to the Secretary of State at the Department of Education:

The Secretary of State  
Department of Education  
Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT  
Website: [www.education.gov.uk](http://www.education.gov.uk)  
Telephone: 0370 000 2288

In the case of complaints about Special Educational Needs provision, you may complain further to the Local Authority. This should be done by writing to the Children's Services Complaints Manager.

It should be noted however that if you wish to pursue this route, you must do so within 20 working days (4 weeks) of receiving the written outcome of the hearing into your complaint. After 20 working days (4 weeks), 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**

Education Advice & Training

72 Durnsford Road

London

N11 2EJ

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

Phone: 0300 0115 142

### **POhWER**

Hertlands House

Primett Road

Stevenage

SG1 3EE

Web: [www.pohwer.net](http://www.pohwer.net)

Phone: 0300 456 2370

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

Riverside Office Centre

Century House North

North Station Road

Colchester

Essex

CO1 1RE

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

Phone: 0345 345 4345

### **National Youth Advocacy Service**

(NYAS)

Egerton House

Tower Road

Birkenhead

Wirral

CH41 1FN

Web: [www.nyas.net](http://www.nyas.net)

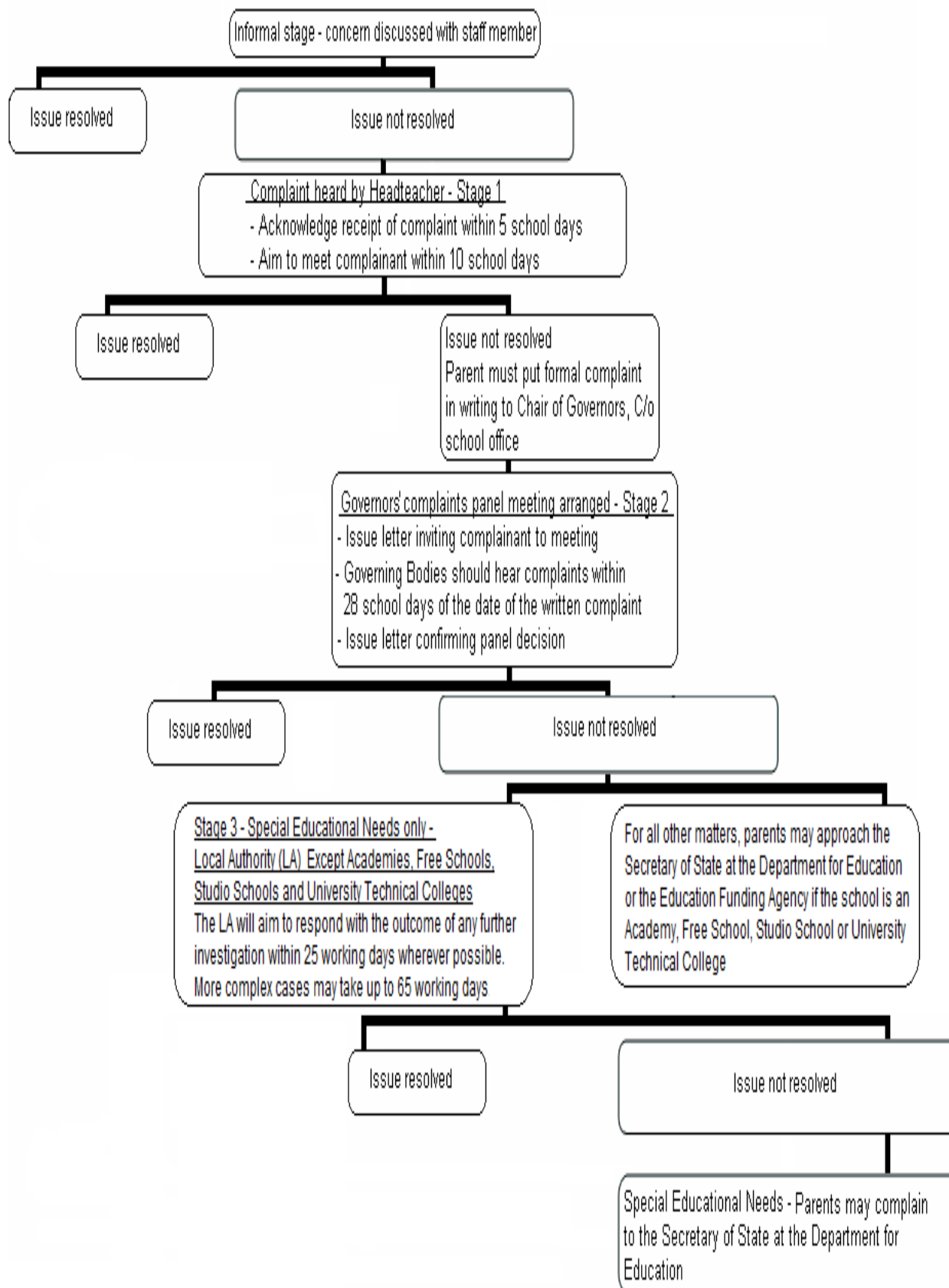
Phone: 0345 345 4345

Special Educational Needs & Disability Information Advice Support Service  
(SENDIASS)

Web: [www.hertfordshire.gov.uk/sendiaass](http://www.hertfordshire.gov.uk/sendiaass)

Email: [SENDIASS@hertfordshire.gov.uk](mailto:SENDIASS@hertfordshire.gov.uk)

Phone: 01992 555847



**FORMAL COMPLAINT FORM**

<b>Name:</b>	
<b>Address:</b>	
<b>Email address:</b>	
<b>Telephone:</b>	(H) (W) (M)
<b>Please provide details of your complaint.</b>	
<b>Have you raised your issues with the Class Teacher (Informal Stage)?</b>	<b>YES / NO (please circle)</b> If yes, what date did you do this? .....
<b>Have you complained to the Headteacher (Stage 1)?</b>	<b>YES / NO (please circle)</b> If yes, what date did you do this? .....
<b>What happened when you complained to the Headteacher?</b>	

**What would you like us to do to put things right?**

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**Signed by:**

**Full name:** .....

**Signature:** .....

**Date:**

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**Please return this form to the Chair of the Governing Body**