

# Information for Parents

## How to comment or complain

Green Lanes Primary School  
Green Lanes, Hatfield, Hertfordshire, AL10 9JY

[www.greenlanes.herts.sch.uk](http://www.greenlanes.herts.sch.uk) ☎ 01707 262556

### We care about what you think

Each day this school 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 this 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 able to contact us using the details listed above.

### 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.

### How to make a complaint

#### First

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, 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 first person you talk to cannot help you then speak to the Headteacher. Make an appointment with the school secretary to make sure the Headteacher is available. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

### **Second**

If you are not satisfied you can complain formally by filling in a form, which is available from the school office and online (include or delete as appropriate). Address the form to the Chair of Governors. The school secretary will tell you who this is and pass on any written correspondence. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. This is likely to involve a Panel of Governors. When your complaint has been fully investigated you will be told of the outcome in writing.

### **Third**

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about Special Educational Needs, you can complain further to the Local Authority. This should be done by writing to the Complaints Manager in the Customer Service Team.

It should be noted however that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint further

## **Useful contacts**

### **Advisory Centre for Education (ACE)**

1C Aberdeen Studios, 22 Highbury Grove, London, N5 2EA

Free Advice Line 2-5pm, Monday to Friday

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

Email: [enquiries@ace-ed.org.uk](mailto:enquiries@ace-ed.org.uk)

Phone: 0808 800 5793

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

University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ

Free Advice Service, 2-5pm

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

Email: [clc@essex.ac.uk](mailto:clc@essex.ac.uk)

Phone: 01206 873820



### **Complaints Team**

Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF

Web: [www.hertsdirect.org/your-council/hcc/childserv/comments/](http://www.hertsdirect.org/your-council/hcc/childserv/comments/)

Email: [cs.complaints@hertscc.gov.uk](mailto:cs.complaints@hertscc.gov.uk)

Phone: 01992 588542

### **Parent Partnership Team (Special Education Needs)**

Room 152, County Hall, Hertford, SG13 8DF

Web: [www.hertsdirect.org/parentpartnership](http://www.hertsdirect.org/parentpartnership)

Email: [parent.partnership@hertscc.gov.uk](mailto:parent.partnership@hertscc.gov.uk)

Phone: 01992 555847

The Parent Partnership service provides impartial information and offers guidance on Special Education Needs to Parents, Carers and Professionals. There are four Parent Partnership Supporters in the county and you can contact your local Supporter directly and confidentially.

- **Dawn Owen – 01920 411152 (Hatfield and Welwyn Garden City)**

### **ParentlinePlus**

520 Highgate Studios

53-79 Highgate Road

Kentish Town

London, NW5 1TL

Web: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Phone: 0808 800 2222



## **The three stages of the school-based complaints procedure**

### **Informal**

#### **Complaints heard by Staff member**

- Ensure Complaints Co-ordinator informed of outcome

#### **Complaint against Headteacher**

Same process but dealt with by Governors (and HR)

Issue resolved

Issue not resolved  (follow the next steps)

#### **Stage 1 – Complaint heard by Headteacher**

- Acknowledge receipt of complaint within 5 days
- Write to complainant with outcome of investigation

Issue resolved

Issue not resolved  (follow the next steps)

#### **Stage 2 – Governing Body Formal Complaints Panel**

- GB should deal with and respond fully to Stage 2 formal complaints within 28 days of receiving the written complaint
- Issue letter inviting complainant to hearing asking to provide any documentation by a date at least 10 days before the hearing
- Panel obtain information 7 days before the hearing
- Letter to complainant of the Panel's findings in a brief and simple form
- Any recommendations reported to the GB, at the same time, to accept or reject findings
- Ensure Complaints Co-ordinator informed of outcome

#### **Stage 3 – Complaint to County Council (applies to very few)**

When the complaint is SEN provision by a school, the Complaints Manager will arrange for the complaint to be investigated. Once the complaint has been fully investigated, the Complaints Manager will notify the parents in writing and send copies of the investigation to the Headteacher, Chair of Governors and anyone else concerned.



# Complaint Form

Please complete and return to Ms M. Johnson (Complaints Coordinator) or 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 of Complainant:**

**Date:**

**OFFICIAL USE**

**Date of acknowledgement sent:**

**By whom:**

**Complaint referred to:**

**Date:**

