



# **GIVING FEEDBACK TO SCHOOLS**

**Positive comments,  
concerns and complaints**



**Guidance for parents/carers**

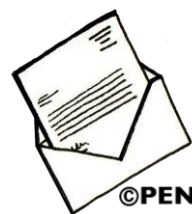
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## Positive feedback

Staff work hard to try to get things right for you and your child. Please remember to tell us when we have done something well, e.g. when you have enjoyed an event, found some information useful or felt an incident was deal with effectively.



☞ You can tell your child's teacher (or the member of staff involved) in person, or drop a note to the headteacher (Ms Sorohan), or the chair of the governing body, (Mr Matt Shanahan).



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## If you have a concern...

We aim to provide your child with the best possible education. However, in any school, parents may sometimes feel concerned about something or have a complaint. **If this is the case, we want to hear from you.**

Think about:

- What actually happened. Do you have the full story?
- Can you approach the member of staff informally, and discuss it with them?
- You are more likely to get a positive response if you are calm, and look at how to resolve the problem together.
- If possible, make an appointment when you can sit and talk through things properly without interruption.

If this doesn't work, you might want to make a complaint.

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# Making a complaint

If you do have a concern or a complaint to make about the school, there are several stages you can follow, which are shown on the next page.


You can make a complaint in person, by telephone or in writing. The school may have a complaints form you can use.

You shouldn't go to Stage 4 without having first gone through the other stages.

Further advice, contacts and links can be found on the back.

## **Don't worry...**

All complaints will be responded to individually and taken seriously. Your child will not be treated any differently as a result of you making a complaint to school. Your complaint will be confidential.



**Threatening or abusive  
behaviour is NOT  
appreciated and will  
not be tolerated.**

**Please feel free to make use of our SUGGESTION BOX  
in Reception, for posting comments/suggestions.**

## Stage 1: Raise a concern

The school requests that the 1<sup>st</sup> contact to be your child's teacher. If an investigation/discussion is required, then you will receive an informal but informed response within a day or two.



*If the issue is still not resolved...*

## Stage 2: Talk to another member of staff (not the person you are complaining about)

Speak to a more senior member of staff, or someone you trust. For example, if your complaint is about your child's special educational needs (SEN), talk to the SEND coordinator

*If the issue is still not resolved...*



## Stage 3: Get in touch with the headteacher – Ms Jan Sorohan

Write to, ring or make an appointment with Ms Sorohan, who will investigate what has happened.

*If the issue is still not resolved...*

## Stage 4: Complaint heard by the Governing Body's Complaints Appeal

Write to the chair of governors, Matt Shanahan, giving details of your complaint. A meeting will then be held between you and a few members of the governing body, so that your complaint can be heard and discussed. Your child may attend all or part of the meeting if it is relevant. You will be given a timescale within which to expect a response.

# Further advice

## If you are writing a letter...

- Give your child's name and class
- Explain what your complaint is, giving details such as date, time, place etc
- Say how your child feels
- Give names of anyone (e.g. GP, youth worker) who might support what you are saying
- Say whether any action has been taken, and if so, what action
- Explain why you are still not happy – e.g if no action was taken, or if it was too little, or if you think it was not the right action to take
- Say how you would like the complaint dealt with
- Suggest a time and date to meet

## If you are at a meeting...

- Write down beforehand the points you want to make
- Be tactful
- Try to see both sides of the situation
- Explain how your child feels
- Praise any helpful action taken by the school so far
- Count to 20 if things get heated – it doesn't usually help if you get angry
- Take a friend or partner along to take notes
- Say how you would like the complaint dealt with
- End on a positive note by thanking the teacher for their time

## Useful Contacts...

ACE Education, Advice and Training	0300 011 5142
Information, Advice and Support(IAS)	0161 209 8356
Mediation Service	0161 908 8375
Ofsted	<a href="http://www.ofsted.gov.uk">www.ofsted.gov.uk</a>

