



# Katherine Warrington School

## PROCEDURES FOR DEALING WITH SCHOOL BASED COMPLAINTS

### Dealing with Complaints – Initial concerns

1. It is important to be clear about the difference between a concern and a complaint. A concern can be defined as a cause of worry, whilst a complaint can be defined as an expression of dissatisfaction. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.
2. This procedure deals with complaints, but the underlying principle is that concerns and complaints are handled informally, if at all possible, without the need for formal procedures. In most cases, the class teacher will receive the first approach. It is helpful if staff are able to resolve issues on the spot, including apologising where necessary.

The school will wish to meet with parents if that would help resolve the issue.

Similarly, parents will be given details of support organisations who may be able to impartially discuss the parents' concerns with them (see Appendix 2).

### Framework of Principles

3. This Complaints Procedure is intended to:
  - encourage resolution of problems by **informal** means wherever possible;
  - be easily **accessible** and **publicised**;
  - be **simple** to understand and use;
  - be **impartial**;
  - be **non-adversarial**;
  - allow **swift** handling of issues using established **time limits** for action and keeping people informed of progress;
  - ensure a **full** and **fair** investigation by a Complaints Panel (which includes one person who is independent of the management and running of the school), where necessary;
  - respect people's desire for **confidentiality**;
  - address all the points at issue and provide an **effective** response and **appropriate** redress, where necessary; and provide **information** to the school's Governing Board and Senior Leadership Team so that services can be improved.

Please also refer to the “Information for Parents - How to Comment or Complain” Document which is posted on the school’s web site.

### **Resolving Complaints**

4. Prior to a complaint being escalated to a formal hearing, the school will keep in mind ways in which a complaint may be resolved. It may be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:
  - an apology;
  - an explanation;
  - an admission that the situation could have been handled differently or better;
  - an assurance that the event complained of will not recur;
  - an explanation of the steps that have been taken to ensure that it will not happen again; and/or
  - an undertaking to review school policies in light of the complaint.
5. Complainants will be encouraged to state what actions they feel might resolve the problem at any stage. An admission that the school could have handled the situation better is not the same as an admission of liability.
6. One aim of this procedure is to identify areas of agreement between the parties. It is also of equal importance to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues. All parties involved should endeavour to clarify the issues as far as possible.

### **Dealing with Complaints – Formal procedures**

7. Formal procedures are invoked when initial attempts to resolve an issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.
8. The school nominates a member of staff to have responsibility for the operation and management of the school complaints procedure (the “Complaints Co-ordinator”).

## **Stages of the complaints process**

9. This complaints procedure has the following well-defined stages:
- Informal Resolution – Local resolution of the concern with staff member;
  - Stage 1 – Complaint in writing investigated by Headteacher; and
  - Stage 2 – Hearing by Complaints Panel on behalf of Governing Board.

## **Investigating Complaints**

10. At each stage, those investigating the complaint, will make sure that he/she:
- establishes **what** has happened so far, and **who** has been involved;
  - clarifies the nature of the complaint and what remains unresolved;
  - meets with the complainant or contacts them (if further clarification or further information is necessary);
  - clarifies what the complainant feels would put things right;
  - interviews those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
  - conducts any interviews with an open mind and is prepared to persist in questioning; and
  - keeps notes of the interview.

## **Time Limits**

11. Complaints need to be considered, and resolved, as quickly and efficiently as possible. This complaints procedure has realistic and reasonable time limits for each action within each stage. However, where further investigations are necessary, new time limits may be set and the complainant sent details of the new deadline and an explanation for the delay.

All references in this procedure to 'school days' are references to days when the students are in attendance for lessons at Katherine Warrington School and, therefore, exclude weekends and Inset days.

## **Recording Complaints**

12. The school will maintain a written record of all formal complaints (whether they are resolved at the preliminary stage or proceed to a Complaints Panel), the progress of the complaint, and the final outcome. A complaint may be made in person, by telephone, or in writing. For the avoidance of doubt, the school will not maintain a separate written record of every concern or minor issue raised with the school through individual members of staff, Heads of Subject or Heads of Year, the details of which will be placed on the relevant student's file. However, a formal record will be kept of all complaints that reach Stages 1 and 2.

At the end of a meeting or telephone call regarding a formal complaint, the member of staff involved will endeavour to ensure that the complainant and the school have the same understanding of what was discussed and agreed. A brief note of meetings and telephone calls will be kept and a copy of any written response added to the record.

### **Governing Board Review**

13. The Governing Board, via the Students, Family and Community Committee, will monitor the level and nature of formal complaints and review the outcomes on a regular basis to ensure the effectiveness of this procedure, and may make changes, where necessary. Complaints information shared with any Governing sub-Committee or the whole Governing Board will not name individuals.
14. As well as addressing an individual's complaints, the process of listening to, and resolving, complaints will contribute to school improvement. When individual complaints are heard, the school may identify underlying issues that need to be addressed. The monitoring and review of complaints by the school and the Governing Board is a useful tool in evaluating the school's performance.

### **Publicising the Procedure**

15. There is a legal requirement for this Complaints Procedure to be publicised. A copy of this procedure will be made available on the school's website, and may also be provided to parents upon request.

### **What is the initial approach to dealing with a complaint?**

Most concerns, or potential complaints, may be resolved informally by offering parents a full discussion with the member of staff who is most appropriate to help. This is the initial informal resolution part of the Complaints Procedure.

The school will give parents wishing to complain further a copy of the Complaints Procedure and will ask them to set out their complaint clearly and concisely in writing.

### **How long should the School take in dealing with concerns and complaints?**

The school will aim to deal with these quickly and efficiently both at the informal resolution stage and also at Stage 1, so as to avoid the formal Stage 2 procedure, wherever possible.

At Stage 1, all complaints should be acknowledged within **5 school days** and the Headteacher will aim to meet with or, if this is not possible, telephone the parents within **10 school days**.

The Governing Board should deal with and respond fully to Stage 2 formal complaints within **28 school days** of the written complaint being received. If this is not possible, parents are to be given the reasons for the delay and to be kept informed of progress.

## **STAGE 1**

### **What is the FIRST formal stage in dealing with a complaint?**

If the parents are not satisfied with the informal response to the complaint, then they may submit the complaint **in writing** to the Headteacher. This is Stage 1 of the formal Complaints Procedure. This may involve the Headteacher and the Chair of Governors working together to investigate the complaint. This is where the process will start and sometimes Governors approached by parents informally will need to steer parents in this direction initially.

**Governors will be aware that, if they do become involved closely with complaints at Stage 1, they cannot be involved with Stage 2 of the Complaints Procedure (e.g. they may not be members of the relevant Complaints Panel).**

If the complaint is about the provision the school is making for a child's Special Educational Needs, then a Parent might find it helpful to talk to the named SENCo where this applies. SENDIASS (Special Educational Needs & Disability Information Advice & Support Service) will be able to provide advice on the procedures the LA has in place for resolving disputes between schools and parents over SEN provision.

The school will give parents wishing to complain further a copy of the Complaints Procedure and will ask them to set out their complaint clearly and concisely in writing.

## **STAGE 2**

### **What is the SECOND formal stage in dealing with a complaint?**

The Chair of Governors will arrange for the complaint to be investigated and considered by a Complaints Panel appointed to act on behalf of the Governing Board. **In the case of Special Educational Needs complaints, the Chair of Governors must inform the Children's Services Complaints Manager at the Local Authority.**

The Complaints Panel will make findings and recommendations in relation to the matters complained of and will consist of at least 3 people who were not directly involved in the matters detailed in the complaint. Two of the panel members will be drawn from the school's Governing Board and at least one will be an independent non-governor, who is not involved with the management or running of the school.

All decisions as to the members of a Complaints Panel will be made by the Chair of Governors of the school (or the Vice Chair in the event that the complaint is about the Chair of Governors) and his/her decision on that shall be final.

If the Chair of Governors, or other Governors, have been involved in earlier discussions to try and help settle the disagreement at Stage 1, then they may not be on the Complaints Panel.

It may be helpful to offer the parent an opportunity to talk about the complaint in the course of the investigation, prior to the complaint hearing. This should help to clarify the outstanding matters of complaint which remain unresolved and what outcome is sought by the complainant. Please note that neither a pre-meeting nor an investigation in advance of the Panel are a requirement. They are optional and it is up to Governors to decide whether to conduct them.

Parents should be provided with full details of how the Complaints Panel will conduct the further investigation (please see section entitled '*Complaint by a Parent whose child no longer attends the school*' for the exception to this rule). A formal hearing is the best way for both parents and the Headteacher and staff to be satisfied they have had a proper opportunity to be listened to by the Complaints Panel. All parties will be informed in advance of the order of proceedings for complaint hearings; a suggested format of hearing is set out at Appendix 1.

Both parties should make available to the Panel, in advance, any written information they intend to use in the formal hearing which must be provided by deadlines notified by the Panel. Failure to comply with such deadlines will mean that the written information cannot be used at the formal hearing.

### **Who can attend a Stage 2 hearing?**

At any meeting, parents may be accompanied by one friend or representative who may speak on their behalf. This person could be an interpreter of their choice and parents should be encouraged to do this, where necessary. If the parents would like to be accompanied at the hearing by more than one friend or representative, then they should request the agreement of the Panel not less than 10 school days prior to the hearing date. The decision of the Panel on this will be final.

Decisions as to the attendance of witnesses at the hearing will be made by the Complaints Panel; their decision shall be final and binding and Complainants cannot insist that a witness attends the hearing.

The Complaints Panel will invite to the meeting, as a witness, any person who may, in their opinion, help to establish the facts of the complaint. Parents will be told who will be asked to attend, before the meeting. In order to avoid a requirement that an unwieldy number of witnesses appears at the hearing, the Panel will seek signed statements from witnesses. These statements will be sent to the complainant and the school before the hearing. The witnesses will only be required to attend the hearing if the complainants or the school can show good reason for challenging their testimony – i.e. both that their testimony is critical to the case and that it may be contradicted.

Any member of staff required by Governors to attend any meeting or the hearing will have the opportunity to be accompanied or represented.

A member of staff named by parents in the complaint may also choose to attend, even if not required to do so by Governors, and may be represented. If this happens, parents should be told beforehand.

### **What happens after the investigation/hearing?**

When the complaint has been fully investigated and the hearing has taken place, the parents/complainants and, where relevant, any person complained about, will be notified of the **findings only** in writing (such notification to be sent by email or otherwise given to the complainants) by the Chair of the Panel hearing the complaint or the Governor responsible for the investigation, **within 5 school days** of the hearing date. The report and findings will also be made available on the school premises for inspection by the proprietor and the Headteacher.

The report, with **findings**, will, at the same time, be published to the Governing Board as a confidential item and will, in addition, include any **recommendations**. A meeting of the Governing Board must accept **the findings**, but can **accept, reject or reject in part the recommendations**. Personal details will not be disclosed, but an outline of the complaint hearing and findings will be given.

The Chair of Governors will write to the parents to confirm any actions agreed by the Governing Board. Any agreed actions must be implemented by whoever it applies to - this may be the Governing Board as well as the Headteacher. Parents will also be informed whether and how they can take their complaint further.

**A copy of the report must be sent to the Headteacher and the Children's Services Complaints Manager in the case of a Special Educational Needs complaint, where there is a possibility of a third stage of complaint to the County Council.**

### **Vexatious Complaints**

If properly followed, this Complaints Procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the Procedure having been followed, the complainant remains dissatisfied. A vexatious complaint is likely to involve some or all of the following:

- the complaint arises from a historic and irreversible decision or incident;
- contact with the school is frequent, lengthy, complicated and stressful for staff;
- the complainant behaves in an aggressive manner to staff when he/she presents his/her complaint or is verbally abusive or threatening;
- the complainant changes aspects of the complaint part way through the complaint process;
- the complainant makes and breaks contact with the school on an ongoing basis; or
- the complainant persistently approaches the school (and in some cases the Local Authority, the ESFA or other Government agencies) through different routes about the same issue, in the hope of getting different responses.

If the situation is challenging, but it is possible to proceed, staff should avoid giving unrealistic expectations on the outcome of the complaint. In instances where there is a complete breakdown of relations between the complainant and the school, a decision may be made to restrict contact. Any restrictions imposed should be appropriate and proportionate. The options that the school is most likely to consider are:

- requesting contact in a particular form (e.g. by letter only);
- requiring contact to take place with a named member of staff (e.g. the Headteacher);
- restricting telephone calls to specified days and times;
- asking the complainant to enter into an agreement about his/her future contact with the school; and
- informing the complainant that if he/she still does not follow this advice (as stated above), any further correspondence that does not present significant new matters or new information will not necessarily be acknowledged, but will be kept on file.

If the complainant tries to reopen an issue that has already been examined through the Complaints Procedure, the Chair of the Governing Board is able to inform them in writing that the Procedure has been exhausted and that the matter is now closed

## **What can parents do if they are not satisfied with the outcome of the second stage of investigation?**

In most cases it is expected that parental complaints will be satisfactorily resolved, following formal complaint to the Governing Board. However, should parents remain dissatisfied, the following sections explain the circumstances in which complaints can be taken further.

Whilst it is required to have a complaints procedure in place, as an academy, the school operates independently of the Local Authority. Accordingly, the Local Authority is unable to investigate complaints.

If complainants have a complaint which has not been satisfactorily resolved through this Complaints Procedure, they should contact the Education and Skills Funding Agency.

The contact details for the Education and Skills Funding Agency are as follows:

Academies Central Unit (Academy Complaints),  
Education & Skills Funding Agency  
Earlsdon Park,  
53-55 Butts Road  
Coventry,  
CV1 3BH  
Email: [academyquestions@efa.education.gov.uk](mailto:academyquestions@efa.education.gov.uk)

Further information on how to complain to the ESFA can be found at:

<https://www.gov.uk/complain-about-school>

## **Where can parents get help?**

Parents who remain dissatisfied (following the Stage 2 consideration of their complaint by the Governing Board) may seek advice from the Children's Services Complaints helpline on 01992 588542.

Appendix 3 is a model leaflet for schools produced by Hertfordshire County Council. It also shows other sources of help which parents may be signposted to.

This leaflet may be updated from time to time and parents are advised to check the following website for the up-to-date leaflet:

<http://www.thegrid.org.uk/info/csf/policies/index.shtml#complaints>

## **What kind of record will be kept about complaints and confidentiality?**

Correspondence, statements and records relating to formal complaints will be kept confidential, except where the Secretary of State or a Board conducting an inspection under section 162A of the 2002 Act requests access to them.

The school will keep a written record of all complaints and of whether they are resolved at the preliminary stage or proceed to a Panel hearing. This will be kept in line with the schools Data Retention Policy.

## How should the school handle complaints made by:

- A member of staff, about another member of staff or the Headteacher?
- A member of the Governing Board, about a member of staff?
- A Governor about another member of the Governing Board?
- A member of staff, about a member of the Governing Board?
- A member of staff, about the action/decision of the Governing Board?
- Members of the public (i.e. not parents)?
- A parent whose child no longer attends the school?
- Data Protection and Freedom of Information related matters?

This Procedure essentially covers complaints made by parents or carers of children who attend the school, but it is important that schools do have in place written procedures for the above eventualities. All complaints should be made promptly and in any event it would not normally be necessary for the school to consider complaints made 3 months or more after the events. Any complaints raised after this period will be considered on a case by case basis.

### **Complaint made by one member of staff against another (including the Headteacher)**

Complaints from members of staff are not covered by this Procedure. They will be dealt with by the Headteacher (where appropriate) or the Chair of Governors informally in the first instance. If this approach fails to resolve the issue, the next step will be for the Staff Grievance Procedure to be invoked (by the person bringing the grievance).

### **Complaint made by a Governor about a member of staff**

This will be dealt with through the Complaints Procedure outlined in this document. Clearly, the Governor concerned will have to withdraw from any meeting at which the complaint or its outcome is being discussed. If the complaint is related to the *conduct* of a member of staff, it will be more appropriate to invoke the School's Disciplinary Procedures.

### **Complaint by a Governor about another Governor (including the Chair of Governors)**

Complaints by a Governor about another Governor should be dealt with informally in the first instance to try and resolve the matter as swiftly as possible. In most cases, this should be handled by the Chair of Governors. If, however, the complaint is about the Chair of Governors, the Vice Chair of Governors should handle the matter. Should it remain unresolved, a Panel of Governors should be convened as per the guidance on process set out in this document to hear the complaint.

Should the Governor handling the matter consider that it is not possible to convene a Panel of impartial Governors, then it may be possible to convene a Panel comprised of Governors from other schools. Should this situation ever arise, the Governor handling the matter should contact School Governance on 01438 843082 for advice.

Governors should be mindful of their behaviour and attitude throughout their tenure in the role.

### **Complaint by a member of staff against an individual Governor acting in a personal capacity**

The Chair of the Governing Board (or the Vice-Chair if the complaint is against the Chair) will attempt to resolve the matter informally. If such a resolution is not possible, and with the agreement of the Governor concerned, a Complaints Panel may be set up to consider the matter under the normal Complaints Procedure contained in this document.

### **Complaint by a member of staff against the action/decision of the Governing Board**

If the decision was taken at a meeting of the full Governing Board, the matter will need to be put on the agenda for review at another meeting, and, if the decision is then confirmed, that will be the end of the matter. (For this reason, matters that could potentially lead to a complaint or appeal may be dealt with by a sub-committee with delegated authority, in order to allow for an appeal or a rehearing by an unprejudiced second group of Governors). If a committee or individual with delegated authority took the original decision, then a Complaints Panel of people who were not involved in the decision should review the matter, ensuring that the member of staff concerned is given an opportunity to state his/her case to the Panel. Any decision by the Panel will be final.

### **Complaint by a member of the public (not a parent)**

Complaints from members of the public are most likely to be dealt with by the Headteacher and, beyond that, the Chair of Governors.

### **Complaint by a parent whose child no longer attends the school**

The purpose of this Complaints Procedure is to ensure that, if an error has been made, or an injustice done, some action can be taken to remedy matters for the injured party. Where parents have removed their child from the roll of a school, it is clearly impossible for the Governing Board to put things right for that child. However, the Governing Board has a duty of care to the students who remain on roll and it would be advisable for Governors to investigate the circumstances to satisfy themselves that no one acted inappropriately and that procedures and policies were followed correctly. Whilst it is not necessary to convene a Complaints Panel, it is good practice to inform parents as to whether the complaint has been upheld or otherwise, and of any changes to practice and procedures which have been agreed by the Governing Board. If a child is removed from roll after a complaint has been made, it is at the discretion of the Chair of Governors as to whether to proceed with a full Governors Complaint Panel or a Governor Review.

### **Complaints regarding compliance with Data Protection and Freedom of Information legislation**

All schools are responsible for their own compliance with the Data Protection and Freedom of Information Acts. Should the school receive a complaint concerning Data Protection or Freedom of Information compliance, the complaints process outlined in this document will be followed.

### **What is the position of staff complained about?**

Under this Complaints Procedure, any member of school staff who is the subject of a parental complaint will have the opportunity to respond to the complaint during its investigation. They will also be able to see any response sent to the complainant as a result of the investigation.

There is an entirely separate procedure for the school to follow in dealing with staff disciplinary matters. Therefore, if in the course of considering a complaint the Headteacher or Governing Board concludes that disciplinary procedures should be initiated, they will take separate action.

### **What complaint/appeal procedures are NOT covered by this document?**

This Complaints Procedure does not cover:

- Child Protection Procedures – see [www.hertfordshire.gov.uk/childprotection](http://www.hertfordshire.gov.uk/childprotection)
- Appeals about admissions – see [www.hertfordshire.gov.uk/schoolappeals](http://www.hertfordshire.gov.uk/schoolappeals)
- Complaints about fixed term or permanent exclusions from school – see [www.hertfordshire.gov.uk/schoolappeals](http://www.hertfordshire.gov.uk/schoolappeals)
- Staff Disciplinary Procedures – see [www.thegrid.org.uk](http://www.thegrid.org.uk)
- Whistleblowing Policy – see [www.thegrid.org.uk](http://www.thegrid.org.uk)

## Appendix 1

### Guidelines for School Management - Hearing Stage 2 formal complaints

Please see the suggested format of hearing below:

#### Format of Hearing

Stage A	Introductions of everyone present and clarification of the complaint lodged and conduct of the hearing. Panel Chair checks that everyone has a copy of this Format of Hearing on the table.
Stage B	Parents present summary of complaint highlighting points made in their written complaint and other documentation. Witnesses are called as and when required. Panel questions parents to clarify the points they make.
Stage C	Headteacher/respondent presents the facts as s/he perceives them - highlighting points made in the written response and other documentation. Witnesses are called as and when required. Panel questions Headteacher/respondent to clarify the points s/he has made.
Stage D	Parents summarise their case highlighting evidence including anything that has emerged in the questioning.
Stage E	Headteacher/respondent summarises the case for the school highlighting evidence. This should include the school's response and actions in relation to the complaint before the hearing and anything that has emerged in the questioning.
Close	Panel Chair thanks parents and Headteacher for attending and gives an indication of when they can expect to hear the outcome. Parents and Headteacher leave the room together. Panel considers all the evidence and comes to its conclusion.
NB. Parents and Headteacher /respondent are not invited to question each other.	

The Panel also needs to take the following points into account:

- The hearing should be as informal as possible.
- Witnesses should only be required to attend for the part of the hearing in which they give their evidence.
- The Panel may ask questions at any point or adjourn the meeting.



## Appendix 2

### PARENT LEAFLET

# Katherine Warrington School

## Information for Parents:

### How to comment or complain

#### We care about what you think

Every 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.

We would like to hear from you if you want to talk about any particular aspect of this school, whether or not you wish actually to make a complaint - you just want to get something 'off your chest'. 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.

In particular, if you are dissatisfied with the way your child is being treated, or any actions or lack of action by us, please contact us in the way explained under the heading "How to comment or complain" below.

#### Our aims

If you wish to complain you can be assured that:

- 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 comment or complain**

### **First stage**

If you wish to make a complaint, or just express a concern about anything we do, 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, by putting matters right if needed or by giving you an explanation.

If there is something you are not happy about, or if you don't understand why we are doing something in a particular way, it is usually helpful to get in touch first with the form tutor, class teacher or other appropriate member of staff, such as the Head of Inclusion if it is about Special Needs. If the first person you talk to cannot resolve the situation with you then you can speak to the Headteacher; please make an appointment with his PA. Parents' worries can normally be sorted out at this stage but sometimes this is not possible. In this case there is a next step.

### **Second stage**

If you are not satisfied with the school's response you can complain formally to the Chair of the Governing Board. The Headteacher's PA will tell you who this is and give you a form to fill in either electronically or in hard copy. When you have completed this it should be returned to the Headteacher's PA who will forward it to the Chair together with any correspondence. The Chair will then arrange for your complaint to be investigated and considered and will reply within ten working days to give you a progress report and tell you what will happen next. This is likely to involve a panel of Governors and at least one independent non-governor who is not involved with the management or running of the school. When your complaint has been fully investigated you will be told the outcome in writing.

### **Final stage**

As Katherine Warington School is an Academy the Governing Board is finally responsible for the resolution of complaints and we hope that you will find the outcome to be satisfactory. If not, your final recourse is to the Education Funding Agency. Contact details are:

Academies Central Unit (Academy Complaints)  
Education Funding Agency  
Earlsdon Park  
53-55 Butts Road  
Coventry  
CV1 3BH  
Email: [academyquestions@efa.education.gov.uk](mailto:academyquestions@efa.education.gov.uk)

## Useful contacts

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

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

Phone: **0300 0115 142**

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

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

Phone: **01206 873820**

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

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

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

Phone: **01992 555847**

### **Family Lives**

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

Phone: **0808 800 2222**



If yes, to whom did you speak, when and what was the outcome?

What would you like to be done to put things right?

Signed:

Date:

Please return this form to the Chair of the Governing Board; the Headteacher's PA can forward it for you.

**Appendix 3**  
**Flowchart - Summary of Dealing with Complaints**

**Dealing with complaints**

