



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 SENCo 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 Warrington 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

Useful contacts

Advisory Centre for Education (ACE)

Web: www.ace-ed.org.uk

Phone: 0300 0115 142

Children's Legal Centre

Web: www.childrenslegalcentre.com

Phone: **01206 873820**

Parent Partnership Team (Special Educational Needs)

Web: www.hertsdirect.org/parentpartnership

Email: parent.partnership@hertfordshire.gov.uk

Phone: **01992 555847**

Family Lives

Web: 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

