



Holdbrook School and Nursery

Alexandra Way, Longcroft Drive, Waltham Cross, Herts, EN8 7QG
Tel: 01992 716789 Fax: 01992 716799

COMPLAINTS POLICY

Signature: Date:

Headteacher

Signature: Date:

Chair of Governors

Review date: Sept 2019

How we will deal with your concerns

Holdbrook Primary School & Nursery

www.holdbrook.herts.sch.uk

01992 716789

HOW TO COMMENT OR COMPLAIN

We care about what you think

Every day Holdbrook Primary 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 our 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 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.
- If further information is required regarding the complaint, we may extend this deadline. In this case, we will explain the reason for the delay and provide an alternative date.



Holdbrook Primary School & Nursery

www.holdbrook.herts.sch.uk

email: admin@holdbrook.herts.sch.uk

01992 716789

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 Assistant Headteacher for Inclusion 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 resolve the matter, you should make an appointment with the Headteacher. The Headteacher 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 individual *Governors*, they will advise you to take up your concerns with the appropriate member of staff or *Headteacher*.

If your complaint is about the *Headteacher*, you should write to the *Chair of Governors* who can be contacted via the school office.

If your child has a *Statement of Special Educational Needs (SEN)* or an *Education, Health and Care Plan (EHCP)* you might find it helpful to talk to our *Special Needs Co-ordinator (SENDCo)* or your child's named *Specialist Needs Officer* at the *Local Authority*. The *SEND Information and Support Service (SENDIASS - formerly Parent Partnership)* may 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*. If required, we may be able to provide additional support in writing or translating your letter.

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 is likely to 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 *Governor* has been involved in discussions to help settle the disagreement at *Stage 1*, they should arrange for another *Governor* to take charge of the investigation. The *Governor* in charge of investigating the complaint may ask to meet you to discuss your concerns.

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 is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A 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 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 days (5.5 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 for Education at the address below:

Ministerial & Public Communications Division

SCU

Department of Education

2nd Floor, Piccadilly Gate

Manchester

M1 2WD

Website: 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, 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

Phone: **0300 0115 142**

POhWER

Hertlands House

Primett Road

Stevenage

SG1 3EE

Web: 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

Phone: **0345 345 4345**

National Youth Advocacy Service

(NYAS)

Egerton House

Tower Road

Birkenhead

Wirral

CH41 1FN

Web: www.nyas.net

Phone: **0345 345 4345**

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

Web: www.hertfordshire.gov.uk/sendias

Email: SENDIASS@hertfordshire.gov.uk

Phone: **01992 555847**