



The William Hogarth School Formal Complaints Procedure

The William Hogarth School takes concerns and complaints from parents seriously should they arise and would always wish to offer an appropriate response to any expressions of dissatisfaction. We aim to work towards a positive and satisfactory outcome in all situations.

The school welcomes the approach of parents to sort out any issues as they arise in the interests of all parties and particularly in the interests of the children. We encourage parents to bring to our attention any issues as soon as they arise so they can be dealt with immediately. It is not possible to deal with complaints that are not brought quickly to the attention of the school.

The school has set the following procedure to be followed if parents have a concern or complaint which they wish to bring to the attention of the school.

1. Speak informally to the child's class teacher. We have an open-door policy and teachers will see you as soon as they possibly can. An appointment can be made through the school office if a parent would like to discuss a matter in some detail. It is possible to communicate with teachers in person, by phone, or by letter. Teachers should not be approached to discuss an issue when they are supervising children or teaching their class – it always preferable to see them before school or when the other children have been dismissed. This should always be the first course of action and many issues can be easily dealt with at this stage.

If however parents do not feel that the matter has been successfully resolved, they should then refer to the Headteacher or Deputy Headteacher

2. Referral to Headteacher or Deputy Headteacher. An appointment form to see the Headteacher should be filled in and returned to the school office. On this form as much detail as possible about the incident should be provided about the nature of the concern and why you do not feel the issue has been resolved. This allows the Headteacher/ Deputy Headteacher to gather any information from staff prior to the meeting. Hopefully the matter will then be resolved to the satisfaction of all parties.

Parents should not raise their complaint or concern in public areas during the normal course of the school day. This can be unhelpful and lead to misunderstandings.

In the unlikely event that the issue is not resolved at this point the situation should be referred to the Chair of the Governing Body.

3. Referral to Governing Body. The complaint should be put into writing to the Chair of the Governing Body who is contactable through the school office.

The Chair will offer a reply and will refer the situation to the Governing Body Appeals Panel. This is a specially convened panel of Governors called together by the Chair of the Governing Body to hear a complaint. It can be made up of any members of the Governing Body, but would not include any Governor who has had prior involvement in the complaint or in the circumstances surrounding it.

The Committee would comprise of three Governors who would select their own Chair to lead the meeting and liaise with the parent. It is intended that any meeting of the Complaint Appeals Panel will ensure that all parties are at ease and a written record will be made.

Following a meeting with the Panel, the Chair would notify the parent as to when they would receive their decision. This decision would be made in writing. The Chair would also notify the parent of what options were open to a parent if they still felt that the matter has not been dealt with in an appropriate or satisfactory manner.

The William Hogarth Primary School Formal Complaints Procedure

REQUEST TO SEE THE HEADTEACHER/DEPUTY HEADTEACHER

Your Name:

Name of child:

Nature of your concern/complaint (Please be as detailed as possible and continue on a separate sheet if necessary):

Date you met with the class teacher:

Please indicate why you feel that the matter could not be resolved with the class teacher:

Please provide details of how you feel the matter could be successfully resolved:

Signed: _____

Date: _____

For office use only:

Date Meeting Held:

Outcome:
