# Wolston St Margaret's C of E Primary School

**LEARNING, BELIEVING AND ACHIEVING TOGETHER TO**

**'LET YOUR LIGHT SHINE'**

*Matthew 5:16*

## Sharing Concerns about Your Child's Education – A Summary and Guide for Parents

Our Christian vision shapes all that we do: Learning, Believing, and Achieving together to "Let your Light Shine" *(Matthew 5-16)*

Guided by our Christian values of **Honesty, Love, Courage and Community**, we encourage all to flourish. Like a lamp set high to light its surroundings, everyone – whether timid or outgoing – is called to share their light for all to see. Our vision welcomes children and adults of all faiths and none, inspiring them to live, grow, and learn together, showing the world their unique light.

At Wolston St Margaret's C of E Primary School we recognise that at times things can go wrong. This guidance will help you understand how to resolve concerns you may have about your child's education.

The School has procedures for dealing with concerns or complaints and these are available on the School website or by request from the School office. We value any feedback about our services, including compliments and suggestions.

The School's Governing Body has overall responsibility for the school and for ensuring the well-being of pupils and that all pupils receive an appropriate and high standard of education.

The Headteacher is responsible for making decisions on a daily basis about the School's internal management and organisation. So you should contact the school if you are concerned about an issue such as:
• your child's academic progress
• special education needs provision
• your child's welfare
• bullying
• something that has happened in school.

**How do I complain to the school?**
First, we hope you will speak to the relevant member of staff as soon as you have a concern. This will be the class teacher. This informal approach is nearly always the quickest and most effective way of resolving your concerns.

If you feel that your concern has not been resolved, then it is important to speak to the Headteacher who will look into your concern.

If you are unhappy with the Headteacher's response you should write to the Chair of Governors/Clerk to the Governing Body at the School address. Mark your envelope 'FOR IMMEDIATE ATTENTION' – Private and Confidential. This marks the move to Stage 2 of the process.

**This is how your complaint will be handled:**

**Within 5 working school days** the Chair of Governors will clarify the nature of your complaint by asking you to complete a complaint form and will offer help in completing the form, if appropriate.

**Within 5 working school days of receiving the form** the Chair will decide whether mediation should be offered to help you and the Headteacher explore possible resolution.

If mediation is agreed, the Chair of Governors will endeavour to set up the meeting **within 10 working school days.**

If these timescales are not possible you will be told the reason.

If mediation is not deemed appropriate or if it is not successful, the Chair of Governors or Clerk will set up a panel of Governors to meet **within 15 working school days** of receipt of complaint form to consider your complaint. The Clerk will provide details of the hearing and will request any further information you may wish to provide.

The complaints panel will consist of three Governors who (as far as possible) will have no prior knowledge of the events of the complaint. The panel will be supported by a Clerk who will take notes during the hearing and will stay with the panel while they make their decision in case Governors need to be reminded about responses to a particular question. The panel will hear the complaint impartially and make their decision based on the facts and the evidence they have been provided with.

**Five working school days** before the hearing the Clerk will send to you (the complainant), the Headteacher and the three panel members, copies of all papers submitted by both sides so that there is sufficient time to read the evidence before the hearing (which must be submitted to the Clerk seven days before the hearing).

You will be notified about the outcome of your complaint in writing within 5 working school days of the meeting of the complaints panel.

If it becomes apparent that the complaint has the potential to be a disciplinary issue it is for the Headteacher or designated senior member of staff or, in the case of the Headteacher, the Chair of Governors or designated governor, to determine whether the disciplinary or capability procedures should be followed. If this is the case, the matter will be dealt with by following the appropriate (disciplinary or capability) procedure and the complainant will be notified that this is the outcome of their complaint, i.e. "The matter has been referred to the appropriate procedure".

**Can I take my complaint further?**

If you believe the school did not handle your complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, you can contact the Department for Education after Stage 2 of the process has been completed.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Wolston St Margaret's Primary School. They will consider whether the School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD.