



Alexandra Park Junior School Guidance for Parents: COMPLAINTS PROCEDURE

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action.'

(DfE p4 'Best Practice Advice for School Complaints Procedures' 2016)

If you have a concern or complaint

We would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you are wanting to tell us, our support for your child in the school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem that has happened some time ago or indeed if we are unaware of.

What to do first

Most concerns can be sorted out quickly by speaking with your child's teacher.

All staff will make every effort to resolve the problem informally. Of course, this does not always mean that they will come round to your point of view but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

What to do next

If you are dissatisfied with the teacher's response to your concern, or if you have a specific complaint about a member of staff then you must take the written or oral complaint to the Headteacher. (Copies of the 'Complaints Procedure' can be obtained from the school office. The Headteacher of this school is usually available to talk to parents without an appointment, but this may not always be possible. An appointment can usually be made to see the Headteacher the same day, if she is not available immediately. You can bring a friend or relation to the appointment with you if you like.

The Headteacher will conduct a full investigation of the complaint and may interview staff or pupils involved. You will receive a written response to your complaint within three days of the completion of the investigation.

If the complaint is directly about the Headteacher then you can make a written complaint to the Chair of Governors. You can contact him by writing to The Chair of Governors, c/o Alexandra Park Junior School and marking the envelope PERSONNEL/CONFIDENTIAL. Letters so addressed are delivered to him on the same day.

The Chair of Governors will conduct a full investigation of the complaint and may interview staff or pupils involved (pupils will only be interviewed in the presence of their parents). You will receive a written response to your complaint within three days of the completion of the investigation.

If you are still unhappy

If you are still not satisfied you may wish to refer the complaint to the appropriate committee of the Governing Body. It will then be heard by a group of three Governors who have no previous knowledge of your complaint and so will be able to give it a fresh assessment. You will be invited to attend and speak to this panel at a meeting which the Headteacher will attend. At this point you will receive a statement of how the panel will proceed with its meeting and decision making process.

If Parents wish they can request a copy of the General Complaint's Procedure document, as agreed by the Governing Body.

Agreed by Governors



School Complaints Procedure

Alexandra Park Junior School

Please complete and return to the Headteacher, Mrs Barratt, who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's Name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone/mobile number:

Evening telephone/mobile number:

Please give details of your complaint.

What action have you already taken to try and resolve your complaint? Who did you speak to and what was the response?

What do you think might resolve the issue?



Alexandra Park Junior School

To Learn, Be Happy and Achieve Our Best

