



Approved October 2015

HAMPDEN GURNEY SCHOOL

PARENTAL COMPLAINTS POLICY

At Hampden Gurney School we welcome comments and suggestions for improving our work in the school.

We encourage parents or carers to discuss any queries about their child's work and progress or other issues with teachers.

If you have concerns please tell us. Most concerns can be resolved quickly and easily. If, however, you wish to make a complaint you can use the following procedure. We will endeavour to deal with your concerns promptly and fairly. All complaints will be treated seriously and as soon as it is possible.

What to do first (Stage 1- Informal)

Please contact your child's class teacher or other appropriate member of staff and arrange a time when you can discuss your concern. It may be possible for you to see the member of staff straight away but normally it is better to make an appointment so that you can sit and talk things through. It may be possible to give a response immediately but where any investigation or information is required a response will be given within five school working days.

In your discussion with the staff member there will be agreement as to whether you are raising a concern or making a complaint. The member of staff will make a note of the outcome. If it is agreed that you are making a complaint then the procedure in Stage 2 is followed.

What to do next (Stage 2 - Formal)

If you are still unhappy please ask for an appointment with the Headteacher within 10 school working days of receiving a response under Stage 1. Please outline the issues on the school's Complaints Form when you make the appointment and send it to the Headteacher in advance of the meeting. The Complaints Form is available in hardcopy from the school office, as a download on the school website and is attached to the end of this document. After your discussion with the Headteacher you may have to wait a short time while investigations are carried out. Every effort will be made to resolve the situation as quickly as possible and the Headteacher will send you a written response within five working school days of your meeting. If it is not possible to respond within this timescale the Headteacher will tell you when you can expect a response.

If your complaint is against the Headteacher please write to the Chair of Governors. Within five working school days of the Chair receiving your

complaint the Chair will either investigate the complaint personally or nominate another member of the Governing Body to do so.

If you are still unhappy (Stage 3 - Formal)

The problem will normally be resolved by this stage. If you still have concerns however and they have not been resolved either by the Headteacher in the event of a complaint about another member of staff or by the Chair of Governors in the event of a complaint against the Headteacher then you may ask the complaint to be considered by the Complaints Panel of the Governing Body. Please write to the Clerk to the Governors c/o The School. The Complaints Panel will be formed of three governors who have no prior involvement in the complaint. A hearing will be convened. The Panel will listen to you, to the Headteacher and if appropriate any others involved and come to a decision. You may bring a friend or adviser if you wish. The hearing may be held on neutral territory outside the school. The Panel may bring in an independent clerk and/or legal advisers.

The table below summarises the procedure:

<u>Stage</u>	<u>Description</u>	<u>Timescale for Receipt of Complaint</u>	<u>Time Limit for the School's Response</u>
Informal Stage 1	Informal discussions with relevant member of staff and/or Headteacher		As soon as possible but no later than five working school days
Formal Stage 2	Written complaint to Headteacher (or Chair of Governors if the complaint is about the Headteacher)	Within 10 working school days of receipt of response to Stage 1	Acknowledge within two working school days. Response normally within five working school days
Formal Stage 3	Governors' Complaints' Panel Hearing	Usually within 10 school working days of receipt of response to Stage 2	Hearing convened within 15 school working days with 10 days' notice of the hearing. Agenda and papers sent out seven days in advance. Decision letter within five working school days.

In all cases if any stage in the procedure is likely to take longer than publicised parents will be informed of new timescales and the reasons for the delay.

We hope that all concerns and complaints can be settled within school but in exceptional cases it may be possible to refer the issue to outside agencies.

You could contact the Local Education Authority c/o Director of Education at Westminster City Council. The LA has no power to re-investigate general school complaints or impose solutions, but will try to resolve disputes.

Contact:

Director of Education
Westminster City Hall
64 Victoria Street
London SW1E 6QP

You could contact the Secretary of State for the Department of Education and Skills if you think the school or LA has acted unreasonably or not fulfilled its legal duties.

Contact:

The Secretary of State for the Department of Education
Sanctuary Buildings
Great Smith Street
London SW1 P 3BT

The Ombudsman can look at maladministration of Council functions but will not investigate internal school issues.

Contact:

The Local Government Ombudsman
21 Queen Anne's Gate
London SW1H 9BU

Ofsted can investigate complaints about the work of the school as a whole but is not in a position to investigate any matter that relates only to your child.

Contact:

Enquiries
National Business Unit
Ofsted
Royal Exchange Building
St Anne's Square

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Manchester M2 7LA

e-mail: enquiries@ofsted.gov.uk

or complete an online complaint form:

<http://live.ofsted.gov.uk/onlinecomplaints/>

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**HAMPDEN GURNEY SCHOOL
PARENTAL COMPLAINT FORM**

Hampden Gurney School welcomes parents' views and values comments and suggestions. Any parent who has a concern can talk to their child's class teacher before/after school. Most concerns can be resolved quickly and easily. If however you wish to complain more formally please complete the form below. All complaints will be treated seriously.

When we receive a written complaint we aim to acknowledge its receipt within two working school days and send a full or interim response within five working school days.

Name of parent/carer:

Name of child and class:

What is your concern and how has it affected you?

Are you attaching any paperwork? If so, please list below:

Have you discussed this matter with a member of staff before filling in the form?

If so, who did you speak to and what was the response?

Approved October 2015

What would you like to happen as a result of making this complaint?

Signed:

Date:

**Please return this form to either the Headteacher or the Chairman of Governors
c/o the School Office.**