

# Woodheys Primary School

## Dealing with Concerns

At Woodheys, we pride ourselves on the open lines of communication that we have between school and families within our community. However, as in any organisation, there are occasions when people may have concerns about something or someone. The school governors have recently met to update our school policy, after two governors attended recent training on 'Dealing with Concerns'.

We felt that it would be beneficial to remind you of the suggested route for you to follow to enable us to deal with your concerns effectively.

A full and detailed copy of our 'Complaints Policy' is, as is with all school policies, available from the school office. Please ensure that we are given adequate notice to provide you with a hard copy or email.

### 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 want to tell us, our support and respect for you and 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 properly that took place some time ago.

### WHAT TO DO FIRST

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

Any teacher or the school secretary can help you find the right member of staff. If you have a complaint that you feel ought to be looked at by the Headteacher in the first instance, you can contact him/her straightaway if you prefer. It is usually best to discuss the problem face to face. You will need an appointment to do this, and can make one by ringing or calling in to the school office. You can take a friend or relation to the appointment with you if you would like to.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and explain their own actions to you. They will ask what you would like the School to do to put things right. Of course, this does not mean that in every case 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 (or with the Headteacher's initial reaction if he/she has already been involved), you can make a complaint to the Headteacher. This should be made in writing.

If your complaint is about an action of the Headteacher personally, then you should refer it to the Chair of Governors now.

You can contact him/her by writing to the Chair of Governors, care of the school. At this stage, you may also find it helpful to have a copy of the full statement of the General Complaints Procedure as this explains in detail what procedures are followed. This is available from the school office.

The Headteacher will ask to meet you for a discussion of the problem. Again, you may take a friend, or someone else with you, if you wish. The Headteacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.

## IF YOU ARE STILL UNHAPPY

The problem will normally be solved by this stage. However, if you are still not satisfied, you may wish to contact the Chair of the Governing Body to ask for referral of your complaint to a Governors' Complaints Committee. It will then be heard by a group of three Governors with no previous knowledge of the problem who will be able to give it a fresh assessment. You will be invited to attend and speak to the panel at a meeting, which the Headteacher will also attend. The General Complaints Procedure Statement explains how these meetings operate.

# Woodheys Primary School Parental Concerns Procedure

