

## What will happen at the Governors meeting ?

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A panel of 3 governors who haven't been involved with the complaint, will undertake a review of your concerns.

It will be the clerk to the governors who will contact you to arrange a mutually convenient date, time and place for you to meet with the panel within a time frame of 15 school days from the date the clerk first received your written request.

You can take a friend to the meeting as support for you.

After the meeting the panel will then review and investigate all the circumstances surrounding your complaint to determine whether the school's response to your complaint has been appropriate and fair. They will write to you within an agreed timescale, likely to be 15 school days, with their decision and any recommendations. This decision is usually final and ends the school based process

## What can I do if I still remain dissatisfied ?

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You can write direct to the Secretary of State for Education asking him/her to consider the issue. However their role will only be to confirm due process has taken place and not to review the concerns raised.

### Remember -

- the whole process exists so that everyone's views can be heard.
- The aim is that the complaints and concerns are properly and fairly dealt with.
- Communication with the school is welcomed. The formal stages of this procedure are rarely used, but do remain part of the process.

### Helpful Websites

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Somerset Parent Partnership:  
<http://www.somersetparentpartnership.org.uk>

Advisory Centre for Education:  
<http://www.ace-ed.org.uk>

## Concerns and Complaints: A Guide for Parents and Carers

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This leaflet aims to help you in approaching the school if you have a concern.

The process has been developed to enable the school, parents and carers to work together to resolve issues



## Introduction

We aim to provide many opportunities to keep you informed and involved in your child's progress with regular reports, open days and visits all helping the process. Co-operation between parents, staff and governors leads to a shared sense of purpose and good atmosphere in the school.

However, sometimes parents and schools have a misunderstanding and these can often be sorted out by speaking to the right person. Your concern can then be looked into and a response given.

## What should I do first, who should I contact and what if I am still unhappy?

**What should I do first?** - Be clear about what you want to talk to the school about. Remember that although you might want to change a situation, you want it to end on a positive note with no bad feelings. Because of this you should follow the process. Talking to the school can help you to understand how they see the situation and give you the opportunity to say what it looks like to you.

Although staff can sometimes see parents who just 'pop-in', this isn't generally possible. If you have a concern, make an appointment so that you have enough time to talk things through.

**Who should I contact?** - That depends on the situation. Often the teacher is able to deal with the matter. More serious issues will require a senior member of staff or the headteacher. Mutual courtesy is expected and ensures things go smoothly. There should always be discussion aimed at solving difficulties informally. Most problems are solved this way.

**What if I am still unhappy?** - Ask for an appointment with the headteacher, giving the school some time when you are free to assist them in arranging a suitable appointment as soon as possible.

If your child has special educational needs you may wish to talk to parent partnership.

Before attending the meeting put your concerns in writing as this will help you and the school focus on finding a solution. When attending the appointment you may take a friend or family member to support you.

## What should I expect to happen as a result of the meeting and what if I feel the headteacher hasn't answered my question or investigated my query and what do I do?

**As a result of the meeting—** After the meeting the headteacher may need to undertake further investigations to inform any decision they make and help achieve resolution.

The headteacher will write to you outlining the investigation and giving details of any action (if appropriate) to be taken and any timescale.

**If my question hasn't been answered or my query investigated?** - If you still remain dissatisfied then you can write to the board of governors asking them to hold a review of your complaint. This is a formal process.

**What will I need to do?** - You will need to write to the clerk to the governors, at the school address, within 10 school days following receipt of the headteacher's response, stating that you wish to make a formal complaint. Make it clear what it is you are complaining about and your expected outcomes. You cannot introduce new or different complaints at this stage.