



Neatishead and Salhouse Federation

Parents Complaints Policy

Document History

| Date | Reason For Change | By | Approved By |
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Signed by Headteacher date:

Signed by Chair of Governors date:

At Salhouse we want all our pupils to be healthy, happy and safe, and do well. Cooperation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere at the school.

We always want to be made aware of any issues or concerns that you may have at Salhouse School. If you or your child has a problem about school we hope we can resolve it with an informal discussion with your child's teacher. If you are unhappy with the outcome of this informal discussion, you can ask for an appointment to see the Headteacher, who will be more than happy to meet you to try and resolve any issues you have as quickly as possible.

However, if you feel this issue has not been resolved to your satisfaction, please see below for the next steps.

- In the first instance, we ask you to write a letter of complaint to the Headteacher. It is important you make it clear that your letter is a formal complaint. Within the letter set out the issues which have already been discussed and why you feel they remain unresolved. Make it clear to us what you hope will happen as a result of any further discussions so we can get this resolved as quickly as possible.
- A formal meeting with you and the Headteacher will be called to give everyone time to talk about the issue politely and calmly without being interrupted. Ultimately, we will do our very best to try and resolve the issue to the satisfaction of all parties during this meeting.
- If the issue has still not been resolved and you are unhappy with the results of the discussion with the Headteacher, you then have the opportunity to meet with the school Governors. ***The Governors will not, however, meet with you until you have first tried to resolve your concerns with the Headteacher.***
- At this stage, you will need to write a letter to the Chair of Governors, at the school address, marking the letter 'for addressee only'. Please state your concerns and why you feel the issue has yet to be resolved. You can also request that a Governors Complaints Panel meets to hear your complaint.
- If the issue has still not been resolved and you believe that your school's governing body is acting 'unreasonably' you can complain in writing to the Secretary of State for Education. Complaints to the Secretary of State are handled by the government's Department for Education. ***This should be your last resort, and you should highlight in your letter the steps you have already taken to resolve the problem locally.***

The address to write to is: **Department for Education, Castle View House, East Lane, Runcorn, Cheshire, WA7 2GJ.** Ofsted (the Office for Standards in Education, Children's Services and Skills) also has a role in investigating the work of schools as a whole.

It is in everyone's interests, particularly those of your child or children, for issues to be sorted out smoothly. It is the Headteacher's responsibility to ensure that all concerns and complaints are dealt with speedily, efficiently, fully and fairly within Salhouse Primary School in accordance with the policy of the school's governing body. You must complain to us before complaining to any other organisation.

If you have concerns of a serious nature regarding safeguarding a child, you can call Norfolk County Council on 0344 800 8020. The telephone number is manned 24 hours a day for all social care enquiries.