



Complaints Information for Parents and Carers

Ratified Autumn 17

Middleton School Complaints Procedure

Introduction

HOW TO COMMENT OR COMPLAIN

We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something off your chest

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to contact us using the details listed above.

Our aims

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 school days

Hertfordshire County Council cannot deal with complaints about schools. The School Governing Body are responsible in law for having a published complaints procedure and for responding to complaints.

At Middleton School we want a community who can support one another and work together to solve problems. However things may not always go as we would like them to and it is important that if there are concerns that they are highlighted to the appropriate member of staff as soon as possible. In this way we hope that we can work together to solve difficulties before they become a complaint. No reprisals will be made against individuals or groups who complain.

If a more formal complaint needs to be made then there is a system in place to deal with that situation. This system is in three stages outlined below.

First

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of Staff.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the first person you talk to cannot help you then speak to the Headteacher. Make an appointment with the school secretary to make sure the Headteacher is available. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

If your first contact is with individual Governors, you may be asked to take up your concerns with the Headteacher or the appropriate member of staff. A Governor should not be made aware of a potential

complaint as they may be required to sit on a panel in the event of a formal hearing (2nd stage) and should be impartial.

If your complaint is about the Headteacher, you should **write to the Chairman of Governors** at the school.

Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office and online. Address the form to the Chair of Governors. The school office staff will tell you who this is and pass on any written correspondence. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. This is likely to involve a Panel of Governors. When your complaint has been fully investigated you will be told of the outcome in writing.

Third

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about **Special Educational Needs**, you can complain further to the Local Authority. This should be done by writing to the Complaints Manager in the Customer Service Team Hertfordshire County Council (contact details below).

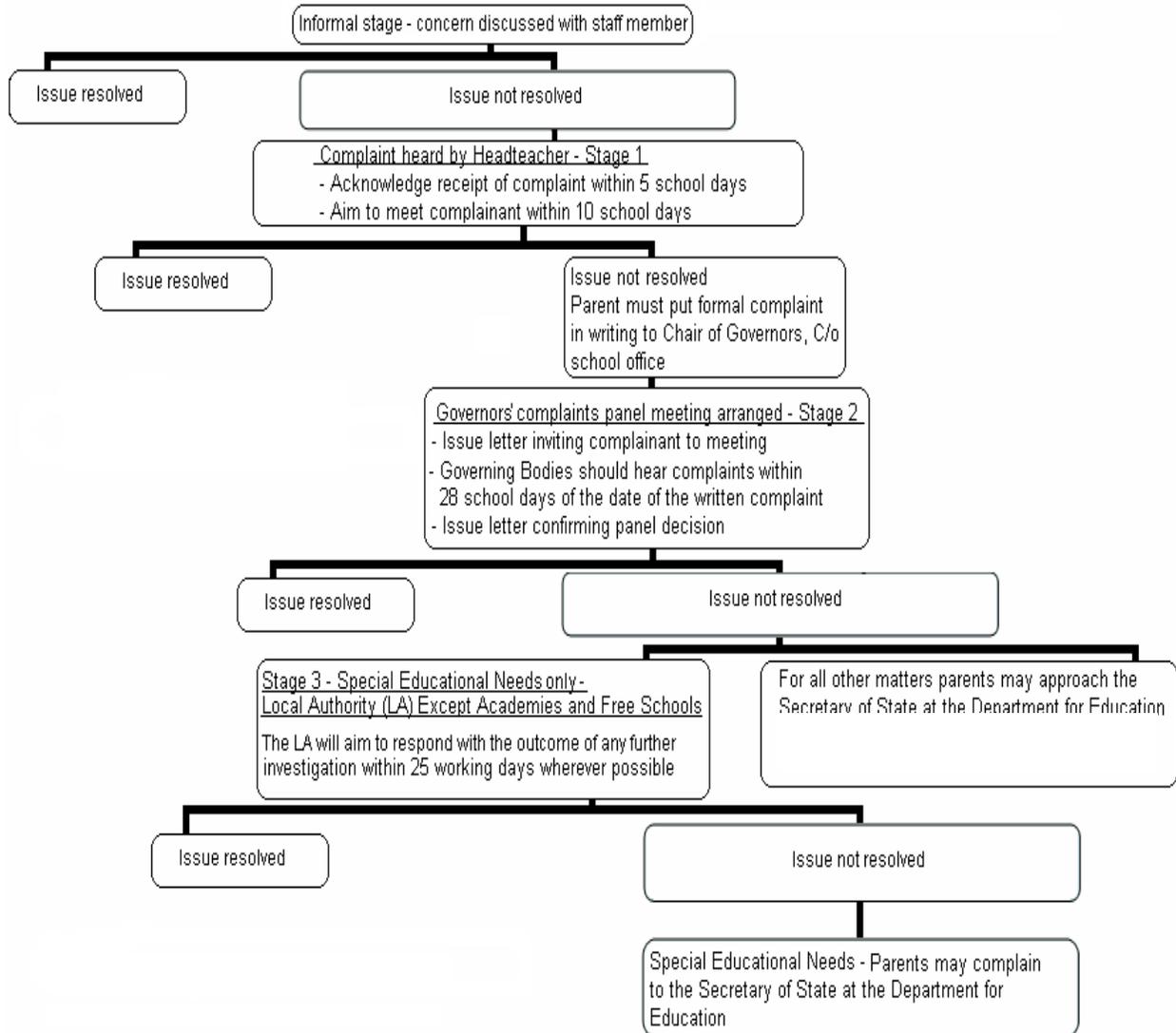
It should be noted however that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further. Parents who remain dissatisfied following further investigation by the Local Authority have the right to complain to the Secretary of State who may decide to conduct an additional investigation.

Useful contact details

Chair of Governors	The school secretary can tell you who this is and pass on any written correspondence	
Complaints Team (Children's Services)	www.hertsdirect.org/your-council/hcc/childserv/comments/ Email: cs.complaints@hertfordshire.gov.uk	01992 588542
Parent Partnership Service (SEN)	www.hertsdirect.org/parentpartnership Email: parent.partnership@hertfordshire.gov.uk	01992 555847
ACE (Advisory Centre for Education)	www.ace-ed.org.uk	0300 0115 142
Parentline Plus	www.parentlineplus.org.uk	0808 800 2222

If you are not satisfied at any stage you may request a paper copy of the 65 page Hertfordshire Model complaints policy which the governors of Middleton School have adopted.

Middleton School Complaints Flow Chart





Complaint form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken. In the case of a complaint against the Headteacher then please send this form to the school marked 'Confidential' for the attention of the Chairman of Governors.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: