



Complaints Information for Parents and Carers

Reviewed June 2020

Ratified by Governors June 2020

Due for Review June 2022

Introduction

HOW TO COMMENT OR COMPLAIN

We care about what you think

Each day this school makes many decisions which we believe to be in the best interests of pupils, families and staff alike. Your comments - either positive or negative - are helpful and warmly received. These comments can contribute towards and effect our 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 share how you are feeling and be listened to.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please do contact the school either by telephone or e mail so that we can agree upon a convenient time to discuss this further with you.

Our aims

- Your complaint will be dealt with honestly, respectfully and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is of an urgent nature we will prioritise a response.
- We will ensure effective communication as we progress through each stage of the investigation
- We will endeavour to identify and put right any errors of judgement/ mistakes
- 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 strive to create a community who can support one another and work together to solve problems. However 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 activated in three stages as outlined below.

First

If you have a concern, 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 share your concerns with us then we are unable to attempt to find an agreeable solution. 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. If you are not satisfied with the response and possible action taken then you may choose to activate step two.

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 Chair of Governors** at the school.

Second

There is an opportunity to 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. This will enable us 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 the outcome will be shared with you 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 specifically relating to the content of an **EHCP**, 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).

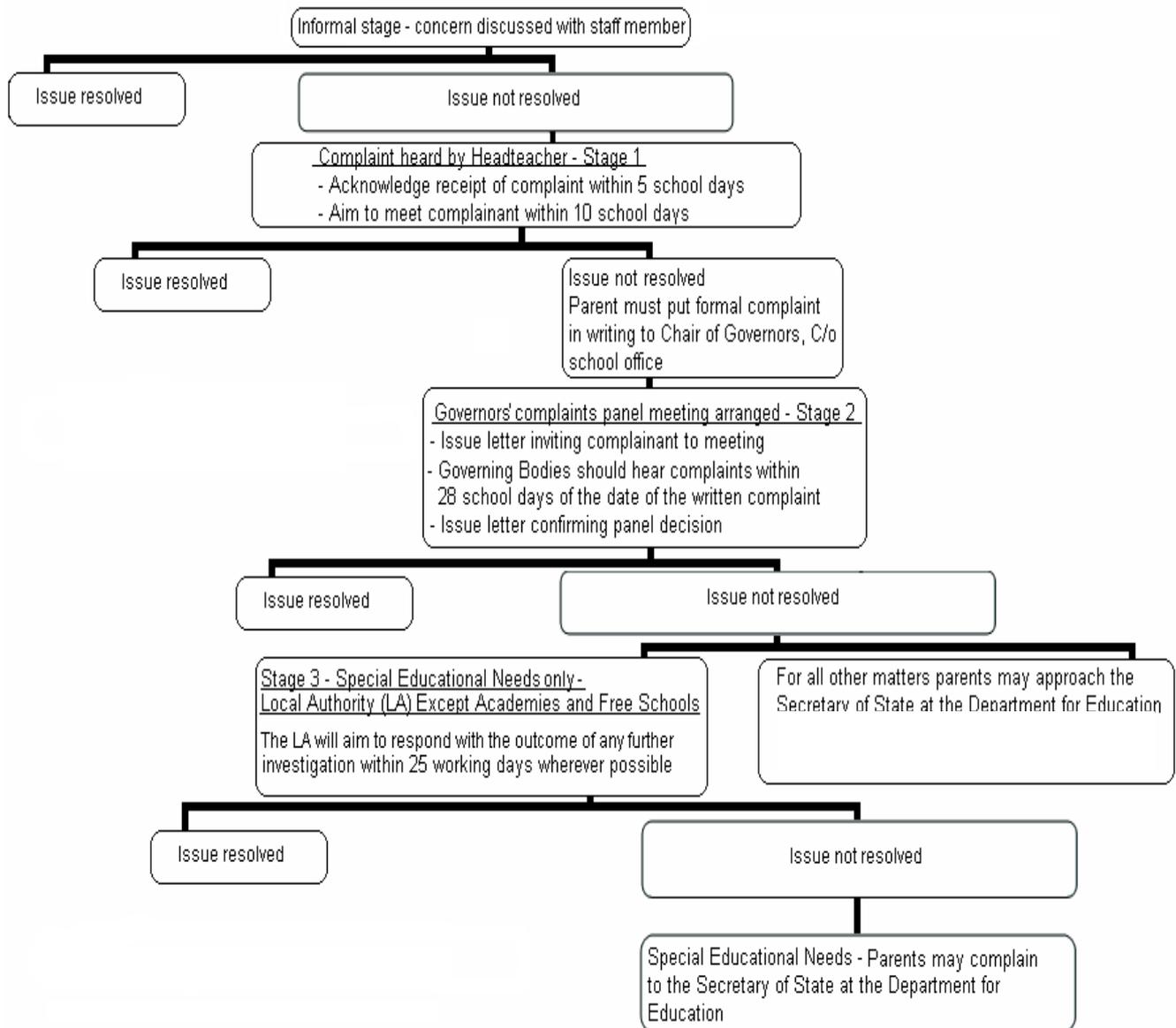
It should be noted however that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further. 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	Pauline Wallace (The school will be able to 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: