



Wheatcroft Primary School & Nursery

Concerns or Complaints Protocol

How we will deal with your concerns

We care about what you think

HOW TO COMMENT OR COMPLAIN

Each day our 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 free to contact us using the details listed below.

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 work to 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, if reasonable & possible, to put things right.
- You will get a full and clear written reply to formal complaints within **28 school days (5½ weeks)**. (Holiday periods may extend this timescale)

Wheatcroft Primary School

Stanstead Road Hertford SG13 7HQ

Website: WWW.Wheatcroft.herts.sch.uk

Email: Admin @wheatcroft.herts.sch.uk

Telephone: 01992 587899



How to raise a concern or make a complaint

In the first instance –

informal stage

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 to the school admin address).

We hope that most concerns or 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, such as the Special Educational Needs Co-ordinator (SENCo) if it is about Special Needs.

We know that it can feel uncomfortable to question or challenge something, 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 member of staff you speak to in the first instance (normally the class Teacher or office staff member) is unable to attempt to resolve the matter, you should make an appointment with the Phase leader or Deputy Head teacher.

If they are unavailable an informal appointment with the Head teacher may be arranged. You should be able to sort out your worries in such a discussion but sometimes this is not possible. In this case there is a next step.

First - formal stage

Request a formal meeting with the Headteacher who will then aim to investigate your complaint and inform you of the outcome **within 10 school days (2 weeks)**.

If your first contact is with individual Governors, they will advise you to take up your concerns with the appropriate member of staff or Headteacher. A Governor should not be made aware of a potential complaint in detail as they may be required to sit on a Panel in the event of a formal hearing (Stage Two) and should be impartial.

If your complaint is about the Headteacher, you should **write to the Chair of Governors**. If your child has a Statement of Special Educational Needs (SEN) or an Education, Health and Care Plan (EHCP) you might find it helpful to talk to our Special Educational Needs Co-ordinator (SENCo) or your child's named Special Needs Officer at the Local Authority. The SEND Information Advice and Support Service (SENDIASS – formerly Parent Partnership) may also be able to help you.

Second -formal stage

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or **write a letter addressed to the Chair of Governors**.

In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors. If the Chair of Governors or another Governor has been involved in discussions to help settle the disagreement at Stage 1, s/he should arrange for another Governor to take charge of the investigation. The Governor in charge of investigating the complaint may ask to meet you to discuss your concerns.

You should make sure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in any hearing. You may bring a friend, representative or interpreter to any meeting if you wish, please inform the panel in advance if this is the case so they can make accommodation appropriate. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting. If any member of staff is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A member of staff named in a complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may be represented. If this happens, we will inform you before the meeting.

When the Panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to tell you the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. Our Governing Body will aim to deal with your complaint **within 28 school days (5½ weeks)**.

Further recourse

Most complaints are resolved by this process. Should your complaint not be resolved, your further options are as follows:

- In the case of complaints about **Special Educational Needs provision**, you may complain further to the Local Authority. This should be done by writing to the Children's Services Complaints Manager at Hertfordshire County Council.

It should be noted however that if you wish to pursue this route, you must do so within **20 working days (4 weeks)** of receiving the written outcome of the hearing into your complaint. After **20 working days (4 weeks)**, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further.

- You can complain to the Secretary of State at the Department for Education:

The Secretary of State
Department for Education
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT
Website: www.education.gov.uk
Telephone: 0370 000 2288

Useful contacts

Advisory Centre for Education

Education Advice & Training
72 Durnsford Road
London
N11 2EJ

Web: www.ace-ed.org.uk

Phone: **0300 0115 142**

POhWER

Hertlands House
Primett Road
Stevenage
SG1 3EE

Web: www.pohwer.net

Phone: **0300 456 2370**

Children's Legal Centre

Riverside Office Centre
Century House North
North Station Road
Colchester
Essex
CO1 1RE

Web: www.childrenslegalcentre.com

Phone: **0345 345 4345**

National Youth Advocacy Service (NYAS)

Egerton House
Tower Road
Birkenhead
Wirral
CH41 1FN

Web: www.nyas.net

Phone: **0345 345 4345**

SENDIASS (Special Educational Needs & Disability Information Advice Support Service – formerly

Parent Partnership)
Registry Office Block
CHR102
County Hall
Hertford
SG13 8DF

Web: www.hertsdirect.org/parentpartnership

Email: parent.partnership@hertfordshire.gov.uk

Phone: **01992 555847**

Family Lives

(Formerly Parentline Plus)

15-17 The Broadway
Hatfield
Hertfordshire
AL9 5HZ

Web: www.familylives.org.uk

Phone: **0808 800 2222**