

### **Tips on working in partnership with the school:-**

Have regular lines of communication with the class teacher either by weekly meetings; home school link books and telephone contact where practicable.

If your child comes home unhappy about something, take some time to sit down with them and talk through the incident.

If there are concerns that need to be brought to our attention then please write down the date, time, place and people concerned. We will then be able to follow it up for you.

### **Things to consider if you have a concern or complaint-**

- Staff can only respond immediately if it is an emergency.
- Please raise your complaint in a calm and courteous way.
- If you bypass the school's procedures the local authority will advise you to go through the school's complaints policy and procedures.
- If you would like to offer suggestions to improve the school please write to members of the Senior Leadership Team or Governing Body.

**WORMLEY C O F E  
P R I M A R Y S C H O O L**

Where Every Child Matters

## **HOW TO COMPLAIN**

**PARENTS GUIDE TO  
RAISING YOUR  
CONCERNS**



TEL: 01992 303331

[admin@wormleyprimary.co.uk](mailto:admin@wormleyprimary.co.uk)

[www.wormleyprimary.co.uk](http://www.wormleyprimary.co.uk)

Everyday the school makes many decisions and tries hard to do its best for all children.

It is very important to us that our families are happy with the school and feel confident with our provision. We want to foster positive relationships with our parents and carers. We want to address any concerns and hope that we can sit down and agree together a way forward that works for all parties.

If you want to communicate with us about a concern or if you have a complaint we would kindly ask you to follow the procedures set out in this leaflet to help us both reach a resolution.

**Informal :-**

If something is bothering you or you are concerned, please arrange a time to talk to your child's class teacher, or other particular member of staff, after the children have left the classroom at the end of the day.

Please don't speak to them first thing in the mornings as their priority at this time is to settle the children in class and they won't be in a position to give you their full attention.

Please arrange follow up meetings if the issue requires monitoring or further clarity. This is likely to be the case if your child is experiencing relationship difficulties, like many children.

Working collaboratively with the teacher and both home and school agreeing to try new things is the most likely way to reach a resolution to the problem.

**Stage 1 :-**

If you have had several meetings with the class teacher and you are still concerned that the matter hasn't been resolved then please contact the school to make an appointment to see the Complaints Co-ordinator, usually the Headteacher, Mrs Gaiteri. You will be offered the earliest availability that suits both parties. Please understand that it is not always possible for staff to see you upon immediate request. If you are happy to have a quick phone call about it, they will be able to ring you as soon as they are free.

If you have met with the Complaints Co-ordinator several times and feel that the matter has not been resolved then please put your concern in writing You

will be , where possible, offered an opportunity to meet with the Complaints Co-ordinator and a governor to talk through the concerns raised in your letter/email. The appointment will be given at the governor's earliest availability.

**Stage 2:-**

If you feel that the meeting with the Complaints Co-ordinator and the governor has still not relieved your concerns then you can request the formal complaints policy and procedures. There is a form for you to complete and send in to the office. Please outline the reasons for your complaint that you would like the governors to investigate. Please state what actions you feel might resolve the issue. A governor will then investigate your complaint. This investigation will involve all parties involved including yourself.

If the investigation finds that there is a case to answer then a complaints hearing will be convened with a panel of governors. You will be called to this hearing to present your complaint.