

**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 sit down with them and talk through the details from back at the beginning right through to the end.

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 when complaining:-**

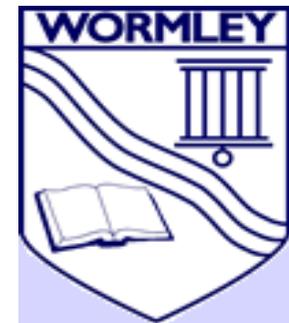
- Mrs Gaiteri can only respond immediately if it is an emergency.
- Please raise your complaint in a calm and courteous way.
- County will advise you to go through the school's complaints procedure.
- If you would like to offer suggestions to improve the school please write in to Mrs Gaiteri.

**WORMLEY C O F E  
PRIMARY SCHOOL**

Where Every Child Matters

**HOW TO COMPLAIN**

PARENTS GUIDE TO  
RAISING YOUR  
CONCERNS



TEL: 01992 303331

[admin@wormley.herts.sch.uk](mailto:admin@wormley.herts.sch.uk)

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## **Alms of the school**

We will always strive to do our best in our practice to avoid complaints. It is very important to us that our families are happy with the school and feel confident with our provision. We would like to have good relationships with our parents where we can sit down and agree together a way forward that works for all parties.

If you are unhappy about something we would kindly ask you to follow this guide to help us both reach a resolution.

### **Step 1:-**

If you are unhappy; concerned or do not understand something please arrange to talk to your child's class teacher after the children have left the classroom at the end of the day.

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

Please arrange follow up meetings if the issue requires monitoring. This is likely to be the case if your child is

experiencing relationship problems.

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.

### **Step 2:-**

If you have had several meetings with the class teacher and you are still concerned that the matter hasn't been resolved then please telephone Mrs Skelton (01992 303331 option 7) to make an appointment to see Mrs Gaiteri. You will be offered her earliest availability that suits your diary. Please understand that it is not always possible for Mrs Gaiteri to see parents upon immediate request. If you are happy to have a quick phone call about it, she will be able to ring you as soon as she is free.

### **Step 3:-**

If you have met with Mrs Gaiteri several times and feel that the matter has not been resolved then please write a letter Mrs Gaiteri to outline your concerns. We will

arrange a meeting with Mrs Gaiteri and a governor and we will talk through the matters raised in your letter.

The appointment will be given at the governor's earliest availability.

### **Step 4:-**

If you feel that the meeting with Mrs Gaiteri and the governor has still not relieved your concerns then you can ask Mrs Skelton for the formal complaints procedure. There is a form to complete and send in to the office. Please outline the reasons for your complaint that you would like the governors to investigate.

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. Again, the parent would be called to this hearing to present their complaint.