

MARYHILL HIGH SCHOOL



Complaints Procedure

Drafted by:

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Information for Parents - Compliments, Comments and Concerns

We would like to hear from you if you:

- Are happy with the service we provide and would like to compliment the staff or the students
- Have any suggestions about how the school can improve the quality of its provision
- Have a complaint or concern. All complaints will be taken seriously and given full and proper consideration.

Expressing Approval

When things go well, it is very helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for your child. Positive feedback really helps.

To express your approval you can write, telephone, e-mail or speak personally to staff concerned or the headteacher. Your words will be appreciated.

Expressing Concerns

We are committed to providing a high quality service for your child. Sometimes things may seem to go wrong which may lead you to express concerns.

Concerns relating to your child should be raised with the Year Leader in the first instance.

Any general concerns can be raised with the headteacher. If the headteacher considers it appropriate another member of staff may be asked to respond because they have a particular responsibility or are familiar with the circumstances that have caused you concern. We hope that this would be sufficient to resolve the difficulty.

Making a Formal Complaint

If it has not been possible to resolve a difficulty **informally** then you can ask to use the formal complaints procedure.

- **Step 1 - the headteacher**

Having discussed your concerns you may feel it necessary to inform the headteacher that you wish to make a formal complaint. You can do this by telephoning, writing a letter or arranging an appointment to meet him. You will receive a written response.

- **Step 2 - the governing body**

If you are dissatisfied with the response you can make a formal complaint to the governing body. The school will provide you with a form that you can choose to fill in for this purpose.

The form will need to be sent to the Chair of Governors. Details of how the complaint will be investigated will be included with the form.

You will receive a written response from the governing body.

When considering your complaint the Chair of Governors may seek advice from officers of the Local Authority. However, you should not contact the LA or the Secretary of State direct until Step 2 is complete.

- **Step 3 - the Local Authority**

If you think that the governors have failed to consider your complaint properly and reasonably, you can raise the matter with the Local Authority or the Secretary of State. **However, it is important to understand that this is not a general right of appeal for any parent who disagrees with the governors' decision.** If the governors have followed a proper procedure and considered the complaint reasonably, neither the Local Authority nor the Secretary of State can reverse their decision.

If you wish to raise the matter with the Local Authority please write to:

Corporate Director
Children and Lifelong Learning
County Education Offices
Tipping Street
Stafford ST16 2DH

In your letter please explain:

- What your complaint to the governors was
- What response they have made to it
- Why you think that the governors have not followed a proper procedure in considering your complaint, and or
- Why you think that their consideration of it was unreasonable.

The District Education Officer may wish to meet with you but will, in any case, write to you to inform you of the further enquiries into your complaint.

If you remain dissatisfied with how the complaint has been dealt with you may wish to refer your complaint to the Secretary of State for Education. Please write to:

The Secretary of State
Department for Children, Schools and Families
Sanctuary Buildings
Great Smith Street
London SW1P 3BT

Note: These procedures have been adopted by the school from those suggested by Staffordshire County Council.

This procedure does not apply where the complaint may lead to disciplinary proceedings against a teacher or child protection procedures. These matters have separate procedures.