

Mayfield Primary School Complaint form

Section A – Your Details

Title – Mr/Mrs/Ms/Other

Surname

Forename

Home Tel No

Mobile Tel No

Email Address

Address and Postcode

How would you prefer us to contact you?

Section B

Please give details of your complaint here ... (please use a continuation sheet if necessary)

What would constitute a satisfactory resolution of your complaint?

Schools work hard to maintain good relationships with the communities they serve; however, sometimes people can see ways to improve things, and helpful suggestions are valuable. Sometimes people want to voice a concern or even complain formally about issues related to the school. This leaflet advises you on how to make a suggestion or to express a concern to Mayfield Primary School, and on the procedures agreed by the school for responding to concerns or complaints.

HOW TO CONTACT US

Mayfield's "Who to Contact" leaflet gives full details: <http://mayfieldcambridge.org/wp-content/uploads/2013/03/Who-to-Contact-Information-Leaflet-Feb-2017.pdf>

DO YOU WISH TO MAKE A SUGGESTION?

You can telephone, write to or email the school office giving your ideas and they will pass the idea on to the relevant person

DO YOU HAVE A CONCERN?

You should raise this informally with your child's teacher, the SENCo, the team leader or the Headteacher – further details of the appropriate route are given on our "Who to Contact" leaflet. Always try to make appointments to see members of staff. Usually, your worry can be sorted out at this stage.

DO YOU WISH TO MAKE A FORMAL COMPLAINT?

The complaints procedure for schools is designed to help find ways to resolve problems. It is a positive process based on negotiation and conciliation rather than conflict.

It is usually best to try to solve a problem first by raising a concern informally; however, if you wish to complain formally against the school you should complete, and to submit, the form overleaf within 90 school days of the issue about which you are complaining.

The headteacher or other member of staff will

acknowledge your letter in writing within 3 school days and will investigate and respond within 10 school days unless the issue is too complex to investigate within this timescale.

If you are unhappy with the Headteacher's response you should write to the Chair of Governors at the school within 10 school days of receiving the Head's response. You should also do this if your complaint is against the Head. The letter should state clearly that it is a formal complaint.

The Chair of Governors will investigate and give you a written response. You should receive a letter of acknowledgement within 3 school days.

If you are not satisfied with the outcome you have 10 school days to request a review of the process concerning your complaint by a panel of the school's governors. You should do this by contacting the Chair of Governors or Headteacher. This panel will send you the outcome of the review and any recommendations. A complaint against the Chair of Governors also goes through this route which is the final stage of the Complaints Policy.

If you remain unhappy after the governors' panel review, your final course of action available is to write to: School Complaints Unit, Department for Education 2nd Floor Piccadilly Gate, Store Street, MANCHESTER, M1 2WD

On a few occasions a complaint may lead to disciplinary action for a member of staff. In such a case you will be told that disciplinary procedures are being followed but we will not be able to tell you the outcome. Schools must work within the law about Data Protection and confidentiality.

CONTACTING THE LOCAL AUTHORITY

The Local Authority has no formal role in responding to complaints. The Local Authority may be involved in a complaint only in the following ways:

- In assisting a complainant to articulate their views in writing, where such support is requested by the complainant, but the responsible officer will remain strictly neutral in carrying out that role
- In providing procedural advice to headteachers, governors and complainants, as necessary, including attendance at review meetings when requested
- In assisting the parties in a mediation role where both parties agree that this offers a possible way forward as an alternative to more formal procedures.

WHAT CAN YOU EXPECT OF THE SCHOOL?

You can expect the school to consider suggestions and to:

- Keep in touch in writing over how and when problems can be raised with the school
- Publicise details of the Complaints Procedure
- Respond within a reasonable time, with courtesy and respect
- Be available for consultation within a reasonable time limit, considering the needs of pupils/staff
- Attempt to resolve problems using reasonable means in line with the School's Complaints Procedure and advice from Cambridgeshire County Council
- Keep you informed of progress.

Full details of how the school will respond to complaints are explained in the school's Complaints Procedure.

WHAT CAN THE SCHOOL EXPECT OF YOU?

The school expect anyone who wishes to raise problems to:

- Treat all school staff with courtesy and respect
- Respect the needs of pupils and staff
- Avoid the use of violence, threats of violence, abuse and aggression towards people or property
- Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to a complaint
- Recognise that resolving a specific problem can sometimes take some time
- Follow the school's Complaints Procedure when necessary.