

OUR AIM

At St John's we aim to work in partnership with parents to resolve any concerns and avoid any need for complaints. However, if parents want to complain we follow the Hertfordshire "Model Procedures for Dealing with School Based Complaints". This document can be obtained from the office along with a more detailed parent's information form which supplements this leaflet.

Parent Voice

Each day this school makes many decisions and tries hard to do the very best for all the children. Your comments - either positive or suggesting improvements - are always helpful for future planning. If you want to talk to us about a particular aspect of St John's School which you feel could be improved, **Parent's Forum** is a very useful group which meets regularly with the Head and Parent Governors to discuss whole school improvement issues. Please contact the Parent Forum Chairperson (see website) to have your views heard if you cannot attend meetings. If you are dissatisfied about a particular issue concerning your child

and feel that, following discussion with the class teacher and Head Teacher, issues are not resolved, you may wish to make a complaint.

Our promise to you

- 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 it will be addressed more quickly
- We will inform you of progress at each stage
- You will receive an apology if we have made a mistake
- We will inform you on how we are going to put things right
- You will get a full and clear written reply to formal complaints within 28 working days

How to make a complaint

First

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. We hope that most 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 other appropriate member of staff, such as the special needs co-ordinator (SENCO) if it is about special needs.

We know that it can feel uncomfortable to question or challenge, 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 first person you talk to cannot help you then speak to the Head Teacher. Please make an appointment with the school secretary to make sure the Head Teacher is available. You should be able to sort out your

worries but sometimes this is not possible. In this case there is a next step.

Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office. Send the form to the Chair of Governors. The school secretary will tell you who this is. The Chair will then arrange for your complaint to be investigated and considered. You will receive a reply within 10 working days giving you a progress report and tell you what will happen next. When your complaint has been fully investigated, you will be told of the outcome in writing.

Third

Most formal complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

A more detailed document to support formal complaint procedure is available from the office.

In the case of complaints about **Special Educational Needs**, the **National Curriculum** or **Collective Worship**, in LEA maintained schools, you can complain further to the Local Education Authority (see Parent Information Form available from the school office)

Useful info

Parent Partnership (Special Educational Needs)
Helpline 01992 555847

St John's C of E Primary School



Complaints Information Leaflet 2017