



CONCERNS AND COMPLAINTS GUIDANCE NOTES FOR PARENTS

IF YOU HAVE A COMPLAINT OR CONCERN

We would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you are wanting to tell us our support and respect for you and your child in the school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem which has happened some time ago.

WHAT TO DO FIRST

Most concerns and complaints can be sorted out quickly by speaking directly to your child's teacher, Family Tutor or Head of House. A teacher or the school receptionist can help you find the right member of staff.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

If you have a complaint which you feel should be looked at immediately by the Headteacher you can contact him straight away. The Headteacher will listen to your concerns and, in the first instance, ask one of the Deputy Headteachers to investigate your complaint.

WHAT TO DO NEXT

If you are dissatisfied with the teacher's or Deputy Headteacher's response you can make an official complaint to the Headteacher. This should be made in writing.

The Headteacher will ask to meet you for a discussion of the problem. Again you may take a friend or someone else with you if you wish. The Headteacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.

If your complaint is about an action of the Headteacher personally, then you should refer it to the Chair of Governors now. You can contact the Chair of Governors care of Failsworth School.

IF YOU ARE STILL UNHAPPY

The problem will normally be resolved at this stage. However, if you are still not satisfied you may wish to contact the Chair of the Governing Body to ask for referral of your complaint to a designated governor or the governors complaints panel. It will then be heard by a group of three Governors who have no previous knowledge of the problem and so will be able to give it a fresh assessment. You will be invited to attend and speak to the panel at the meeting which the Headteacher will also attend.