

Westdale Junior School

Complaints Procedure

We aim to make our school a happy, safe and caring place, so that pupils may benefit from the best possible education. All of our staff, both teaching and non-teaching work towards this aim at all times.

The school will always listen to concerns and does take complaints seriously.

This is so that we may investigate complaints and put things right.

We also like to know about things we do well.

The following is the procedure which should be followed if you have a concern or a complaint about the school.

Staff who have concerns or complaints should in the first instance discuss them with the headteacher or if the complaint is about the headteacher you may want to discuss the matter with another senior member of staff. Staff may also consider grievance procedures.

Stage one

Speak to your child's class teacher. If the teacher cannot resolve the matter then you should then take the complaint to the next stage.

Stage 2

If you are not able to resolve your complaint at stage 1 please contact the Headteacher. If you are not a parent of a child at this school then please take your concern up with the Headteacher.

Stage 3

Most complaints can normally be resolved by stage 2, but if this is not possible, or if your complaint is about the Headteacher and it has been unable to be resolved through earlier discussions, you will need to make a formal complaint in writing.

You should write to The Chair of Governors at the school address. The Chair of Governors will contact you to find out more about your concerns and will

investigate your complaint. He will write to you on behalf of the governing body, with the results of his investigation.

If the complaint has not been resolved by this stage, you may appeal to a committee of the governing body which will listen to your complaint. This committee will be made up of governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to state your complaint. The Headteacher and Chair of Governors will also attend to explain what they have done to investigate and resolve the complaint. The committee will write to you after listening to all parties and coming to their conclusion.

If you are still not satisfied then you may seek advice from the Local Authority (LA). The LA only has powers to investigate complaints about the curriculum, Religious Education and Collective Worship, the school's charging policy and the provision of information required by law.

In the rare event that you remain dissatisfied, you may pursue your complaint with the Secretary of State at

DES

Sanctuary Buildings

Great Smith Street

London

SW1 3BT

The Local Government Ombudsman is not able to consider complaints about schools, except where they relate to the admission of pupils.

Beverley House

17 Shipton Road

York

YO30 5FZ

This procedure will be reviewed annually.