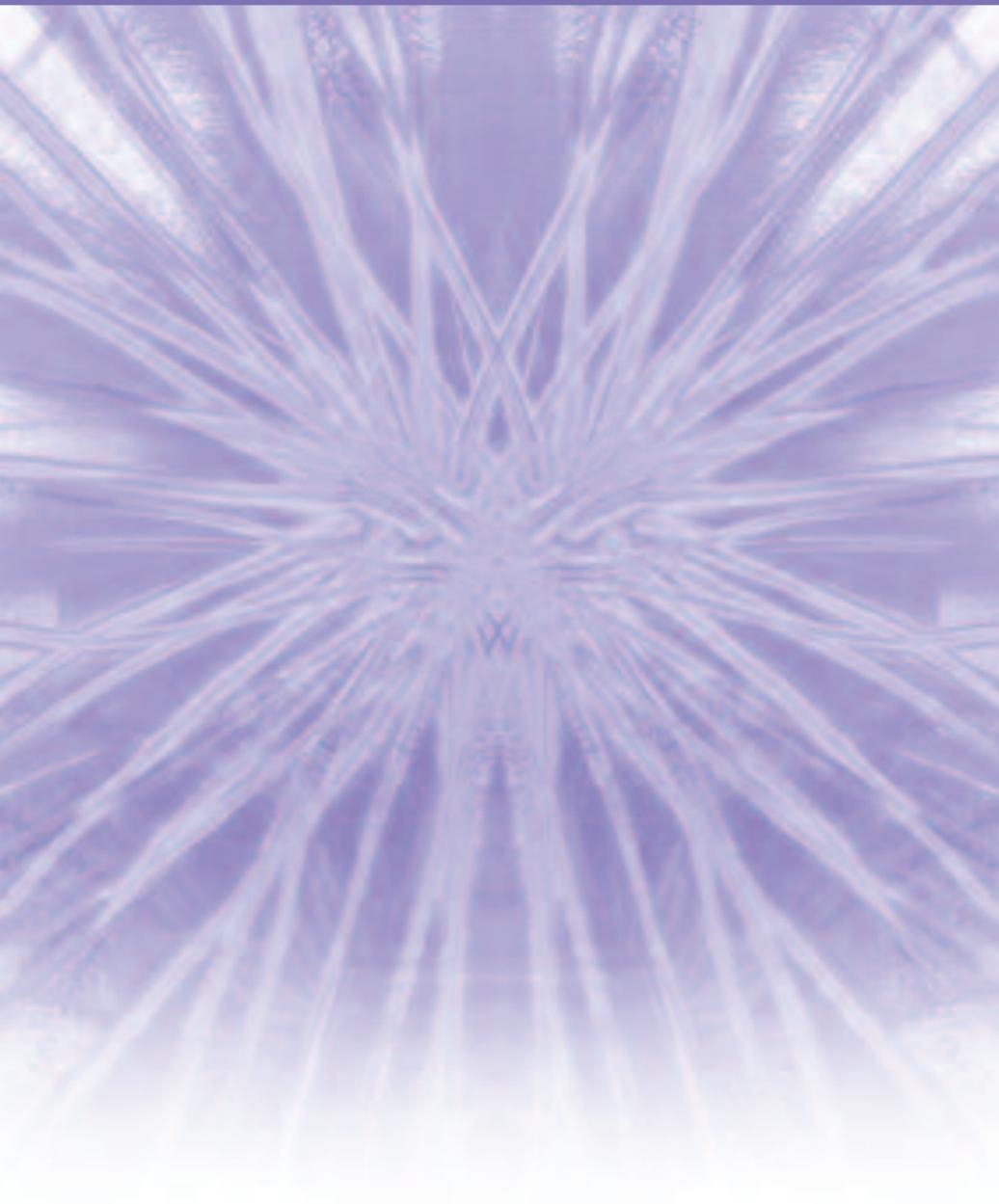




Nottinghamshire
County Council

Listening to you...



...school complaints

County
Contact

Listening to you ...

這資料可以用中文和用另類的格式提供 - 請致電
聯絡我們:

ਇਹ ਜਾਨਕਾਰੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਤੇ ਦੂਸਰੀ ਫੋਰਮੈਟਸ ਵਿੱਚ ਵੀ ਮਿਲ
ਸਕਦੀ ਹੈ।

ਸਾਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ :

یہ معلومات اردو میں اور دوسری صورتوں میں مہیا کی جاسکتی ہیں۔
ہم سے رابطہ کیجئے:

دمکرتی زانہار یہ کان بہ کوردی و یہ شیوار یکی تر پیشکە ش بکرتین
یوہ یوہ نیکردن:

Niniejsze informacje mogą zostać udostępnione
w języku polskim oraz w innych formatach.

Można się z nami kontaktować pod nr. tel:

*This information can be made available in your
language and in alternative formats.
Contact us on 0845 330 4215.*

*For further help in understanding this leaflet, or for
additional copies, please contact us on
0845 330 4215.*

... school complaints

What to do when you have a complaint about a Nottinghamshire school

Most parents have a positive relationship with schools but sometimes a problem may arise.

All complaints should be taken seriously and schools are required under section 29 of the Education Act 2002 to have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides. The law also requires the complaints procedure to be publicised and a copy should be made available by the school on request.

The Secretary of State expects that all complaints will be addressed at school level.

The exceptions to this requirement are complaints relating to the Curriculum, Collective Worship and Religious Education, and some Special Educational Needs issues, where specific procedures apply.



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Do I have a complaint?

Think about the nature of your concerns. If there has been a specific incident, gather the facts and try to separate what may have happened from what actually occurred. It may be helpful to write down the details. In particular be clear about:

- What it is you are concerned about
- When and where the incident(s) occurred
- Who else was involved
- Whether anyone saw it happen
- Who you have spoken to already, and
- What you want to happen as a result of raising your concerns

It is important that you bring your concerns to the attention of the school as soon as possible. If you are not satisfied with the school's response you may wish to make a complaint.

Where do I begin?

Whether you are a parent, or a member of the public, the place to start is at the school. It is much better if matters can be sorted out early and within school. In any dispute or misunderstanding it is important that all the facts are known so that the best solution can be found.

Contact the school and ask who is the best person to deal with your complaint. Then make an appointment to meet them. In a primary phase school this may be your child's class teacher or the head teacher. In a secondary school you may be advised to contact the form tutor or head of year.

... school complaints

What if my complaint is about the head teacher?

If the complaint is about the head teacher you should contact the chair of governors. The school will be able to give you the name of the chair of governors and tell you the best way of making contact. The chair or nominated complaints governor will then inform you how your concerns will be investigated and respond directly to you.

What if my complaint is about the governing body or an individual governor?

If the complaint is about a governor, contact the chair of governors first. If the complaint is about the chair of governors the nominated complaints governor will let you know how your concerns will be dealt with. The school will be able to give you the name of the chair of governors or the nominated complaints governor and how to contact them. If you have a complaint about the governing body as a whole, contact the local authority's Head of Governor Services (contact details at the end of this leaflet.)



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What can I expect to happen?

You should be listened to so that the nature of your complaint is understood.

You should be told by the school about the stages in its complaints procedure.

Complaints need to be investigated thoroughly and the head teacher or governors will need sufficient time to do this. You should be told how long the investigation is likely to take.

If the school agrees that your complaint is justified, they should tell you what action will be taken.

If the school does not support your complaint, they should tell you the reasons for this in writing.

If you are not satisfied following the investigation by the Head teacher, the school's complaints procedure may require the complaints governor to investigate and report back to you. It may have the matter considered by a panel of governors – a complaints panel. In some cases the procedure may allow for both stages, with the complaints panel providing an appeal stage.

In cases where disciplinary action may be taken against a member of staff, this is a decision for the governing body, and they will tell you that that is how your concerns will be dealt with.

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How long will it take?

Complaints should be handled quickly and most issues should be resolved in a few days. The school should indicate at the outset how long most investigations will take, preferably within 20 school days, but a formal complaint requiring detailed investigation may take some time to complete.

What if my complaint is about a voluntary aided or foundation school?

Your complaint should be handled in the same way. However, if the governing body of an aided school is not able to resolve your complaint to your satisfaction it may be appropriate to refer it to the diocesan (church) board for education. You can get the address for the diocesan board from the school.



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How can the local authority (LA) help?

It is clear that the Secretary of State expects that complaints will be addressed at school level rather than be referred to the LA for resolution. In Nottinghamshire, the LA does not provide an additional appeal stage in the procedure. However, Nottinghamshire LA wishes to continue to provide advice and guidance to both schools and complainants. Local Education Officers are available to provide support, where appropriate, and may be able to help resolve a concern and so avoid a lengthy formal complaints investigation.

Some formal complaints will fail to be resolved by the school to the complainant's satisfaction. Local Education Officers can offer support and provide mediation and facilitation services with the agreement of both parties. Contact them on our local call rate number: 0845 330 4215.



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What if I am not satisfied with the way the school has dealt with my complaint?

If you remain dissatisfied when this procedure has been followed, you can refer your complaint to the Secretary of State at:

DfES
Sanctuary Buildings
Great Smith Street
London
SW1 3BT
Phone: 0870 0012345
www.info@dfes.gsi.gov.uk

If you have a complaint regarding admission matters, you can contact the Local Government Ombudsman at:

Beverley House
17 Shipton Road
York
YO30 5FZ
Phone: 01904 380200
www.lgo.org.uk



Listening to you ...

Who can help?

If you are worried about making a complaint you may want to involve a friend, representative or interpreter to support you. There are agencies that may be able to offer specific support.

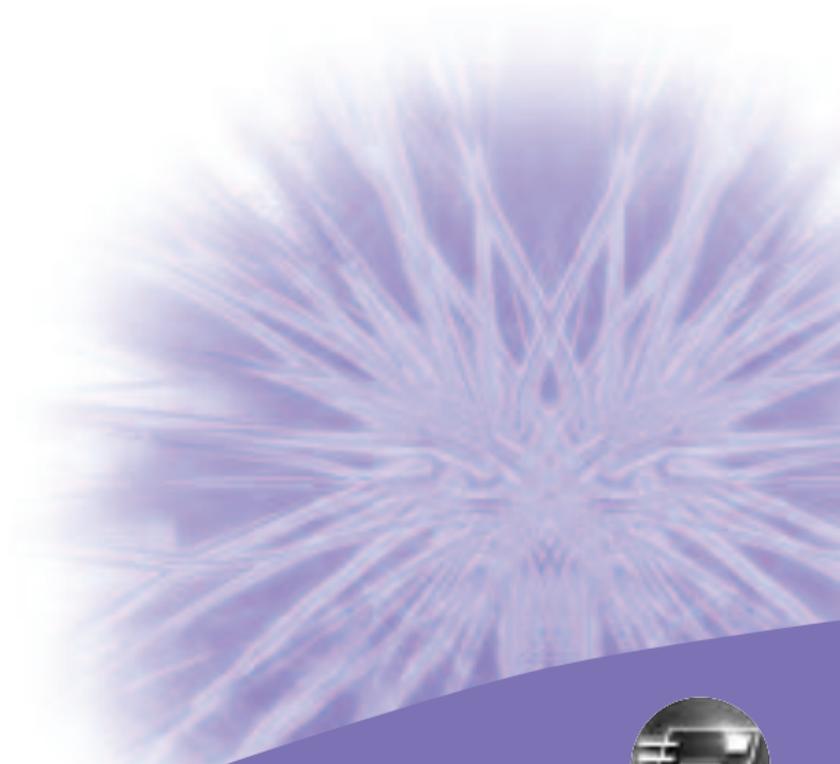
- The Advisory Centre for Education (ACE)
on 0808 800 5793
www.ace-ed.org.uk; or
- Commission for Racial Equality (CRE)
on 0115 958 6515
www.cre.gov.uk
- Parent Partnership Service. If your child has special educational needs, you may find it helpful to contact the following numbers:

Nottingham - 0115 948 2888
Hucknall – 0115 840 0081
www.ppnotts.org.uk

Head of Governor Services

The Head of Governor Services can be contacted on 0115 854 6000.

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Contacting us

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