



HILLSIDE INFANT & JUNIOR SCHOOLS COMPLAINTS PROCEDURE GUIDELINES FOR PARENTS & CARERS

If you are worried or concerned about the way your child is being treated, your complaint will be fully investigated.

The following staged procedure has been designed to help you voice your concerns and starts with the easiest process, talking directly to the person concerned. It is best to try and settle your complaint at the time you are unhappy with the school. Tell the staff involved immediately so that they can see what they can do to reassure you and put things right.

If that is not successful, move onto try Stage 2 and so on. Be persistent in your child's interests but try to maintain positive relationships with the school since you will most likely need to have contact with the school over a number of years.

STAGE 1

If you have a concern, it is better to discuss it with the teacher. Please contact the school to arrange a suitable time when the teacher is free to meet with you. If this does not resolve the problem or if you prefer, the headteacher will be happy to discuss this. Most concerns will be overcome at this stage.



STAGE 2

If you are not happy with the outcome and you have not already done so, arrange to see the Headteacher to discuss the concern further. The Headteacher will listen to your concern. She/he will probably need time to talk to the child's teacher and investigate further, in which case she/he will arrange to talk to you again to resolve the problem.



STAGE 3

If you are still unhappy, it is then appropriate to contact the Chair of Governors. The name and address is in the school brochure, or can be obtained from the school or the Civic Centre. The Chair will want to check that the Headteacher is aware of the complaint.

If the complaint concerns the Headteacher, you may wish to go straight to this stage.

After discussion with the Chair, if you wish to make a formal complaint to the Governing Body, this should be put in writing and sent to the Clerk of the Governing Body. Within 15 days of receiving your written complaint, a small group of Governors, known as the Complaints Committee, will then meet to consider the complaint. You will be given 7 days notice of the meeting and you may want to take a friend or other person to offer you support at the meeting.

If, however, you feel that your child's school is not complying with legal requirements or Council Policy in respect of your child's education, you can seek further advice from the Local Authority.