



# Higher Failsworth Primary School

## Complaints Process Fact Sheet

As a parent or carer of a child who attends our school, you may become concerned or worried about something that has happened at school.

If this happens then you should contact school to discuss the issue as soon as possible. Not all concerns may lead to be complaints, but if you feel that the issue is something that you wish to make a complaint about, then this is the process you will follow.

### Stage 1

In the first instance any concerns or complaints you may have should be discussed with your child's class teacher as soon as possible. You do not need to put them in writing at this stage. Just talking to the teacher is enough for us to look into the issues you have raised. We take all parental concerns raised very seriously.

The class teacher is available for parents to speak to after school most nights of the week, or before 8.45am in the morning. After 8.45am they will be busy preparing for the day's teaching. If the Class Teacher is not available, you can speak to somebody in the School Office who will take a message and pass your concerns on to the class teacher.

After the teacher has looked into the issue, they may speak to you again to tell you what action has been taken although this is not always needed and depends on the concerns you raised.

In most cases any concerns or complaints addressed in this way can be resolved quickly and informally.

### Stage 2

If you are still unhappy once the Class Teacher has looked into the issue you have raised then you should put your complaint in writing to the head teacher.

If you put your complaint in writing directly to the head teacher without speaking to the Class Teacher, then we may ask the Class Teacher to look into the issue first, before the Head Teacher conducts any formal investigation.

In most cases, the head teacher will arrange to meet with parents or carers to discuss and try to resolve the complaint. Information will be gathered from all people involved in the complaint and then appropriate actions will be taken.

You will be informed of the response to your complaint in writing within 15 school days. If your complaint involves another child, or a member of staff, then it may not be possible to tell you exactly what action has been taken as this could breach Data Protection Rights. You should be assured however, that any action taken to resolve the issue you have raised will be appropriate and in line with school policies.

### Stage 3

If after you have complained to the Head Teacher you feel that your complaint is still not resolved, then you should write to the Chair of the School Governing Body. You can contact the Chair by writing a letter and delivering it to School. Post is collected from the School Office. Alternatively, you can send your letter via the School Governors Service to the following address:

Chair of Governors – Higher Failsworth Primary  
Governor Support Service  
Oldham Council  
Level 4  
Civic Centre

West Street  
Oldham  
OL1 1UT

If the Chair of the Governing Body feels that they may be able to resolve the issue you have raised, then they may ask to meet with you to discuss your complaint and to try to find a resolution.

However, if the complaint is complex and is not something that could be resolved easily, then they will arrange for a Complaints Panel Meeting to be held.

The Complaints Panel Meeting is a meeting where three School Governors will listen to all the information about the complaint. Both parents/carers and the school will have the opportunity to speak at the meeting and present any information they feel might be relevant to the complaint. The governors will be able to ask questions at the meeting and find out what outcome the parents/carers would like to see.

After all the information has been presented the Governors will then consider the complaint and decide whether or not it should be upheld. This decision takes place once the school and the parents/carers have left the meeting. They may make recommendations that school should make changes to policies or procedures, or of specific actions that could be taken to resolve the issues raised.

You will be informed of the panel response in writing within 10 working days. Again depending on the issues raised in your complaint, it may not be possible to inform parents/carers of the specific actions taken if they involve other children or members of staff, but actions taken will be in line with school policies and procedures.

If any of this information is unclear, or if you have any further questions about the School Complaints Process, then you can speak to Mrs Kelly, the School Business Manager.

You can also speak with Oldham Councils' Complaints and Representations Manager for Children's Services for further advice or information on 0161 770 1129.