



**WITHINFIELDS
PRIMARY SCHOOL**
LEARNING TOGETHER TO MAKE A BETTER FUTURE

**WITHINFIELDS COMPLAINTS
PROCEDURE
FOR
PARENTS AND CARERS AND OTHERS**

FEBRUARY 2016

How to make a complaint

If you have a concern about Withinfields Primary school, you can let the school know about your concern. Most concerns are handled quickly by school staff without the need to follow the formal procedure. However, if you are not happy with the outcome of your discussion, you can put your concerns in writing and follow the school's complaints procedure, taking your complaint to the governing body. The procedure used and the resolution of each complaint are the responsibility of the governing body and not the local authority.

The school complaints procedure consists of four stages and enables complaints to be considered by:

Stage 1: Appropriate member of school staff

Stage 2: Head Teacher

Stage 3: Chair of Governors

Stage 4: Governors' Complaints Panel

Can I complain to Calderdale Council?

If, having exhausted the school complaints procedure, you feel that the school has not handled your complaint fairly and in accordance with their complaints policy, you can ask the local authority to review the way your complaint has been handled. This will not provide a formal route for looking again at the substance of the complaint or an appeal. Complaints to the Council can be submitted in writing to the following address:-

The Director of Children and Young People's Service
Northgate House
Northgate
Halifax
HX1 1UN.

The written complaint must include details of the original complaint and your reasons for believing that the original complaint was not dealt with fairly and in accordance with the school's complaints procedure.

What will the Department for Education do?

If you have exhausted the local procedure and believe that the school has acted unreasonably in dealing with your complaint, you can ask the Secretary of State for Education to review the policy followed and the way your complaint has been handled. They will not re-investigate the substance of the complaint. This remains the responsibility of schools. You can write to:-

The Department for Education
School Complaints Unit
2nd Floor
Piccadilly Gate
Store Street
Manchester
M1 2WD.

Can I complain to Ofsted?

Please note that Ofsted will not usually consider a complaint if you have not first followed the relevant complaints procedure of the school/academy, the local authority or the Education Funding Agency.

Ofsted's powers relate to 'whole-school' issues and they will not investigate cases concerning individual pupils. They are not able to consider a complaint when there are other statutory ways of pursuing it, for example admission procedures, exclusion of pupils, special educational needs, religious education or temporary changes to the curriculum.

You can complain to Ofsted about issues like the quality of education or poor management. However, Ofsted will not investigate alleged incidents, review how your complaint has been handled or mediate between you and a school to resolve a dispute. If your complaint is about these issues, you can pursue your complaint following the process set out above.

Ofsted can be contacted by emailing: enquiries@ofsted.gov.uk or you can write to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

A copy of Withinfields Complaints Procedure and Full Guidance for Parents, Carers and Others is available upon request.

COMPLAINT FORM – FORMAL COMPLAINT

Please complete and return to the Clerk to Governors who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

E-mail:

Please give details of your complaint:

What action have you taken to try and resolve your complaint? (Whom did you speak to and what was the response?)

What outcome are you seeking?

If you are attaching any paperwork, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: