

Harbury Church of England Primary School



Headteacher
Kate Guymer

Mill Street
Harbury
Warwickshire
CV33 9HR

☎ 01926 612656

Fax: 01926 612656

email: admin3032@welearn365.com

website: www.harburyschool.com

Harbury CE Primary School

Complaints Procedure

Who do I see if I have a concern?

Please contact your child's teacher first. To deal with day to day queries, teachers are on duty for 10 minutes before and after school each day. If necessary, teachers will make an appointment with parents to discuss the issue in greater depth.

Formal Procedures – Stage 1

If the complaint has not been resolved, the complaint may be taken to the head teacher, by either the parent or the teacher. The head teacher will make an appointment to discuss, and hopefully resolve, the complaint with the parent as soon as possible.

It is expected that the vast majority of complaints will have been resolved through these two steps

Stage 2

If a parent is still not happy, or the parent felt that it was inappropriate to make the complaint to the headteacher, the parent may wish to complain to the Chair of Governors. This should be in writing, giving details of the complaint.

The Chair may decide to pass the complaint back to the headteacher, to discuss the matter with the parent directly, or to organise a meeting of the Governing Body Complaints' Committee.

The Committee will meet with the parent within 20 days of receiving the written complaint. The hearing will be independent, impartial and held in private. It will aim to resolve the complaint where appropriate, and to achieve reconciliation between the school and parent.

What the panel may do

The panel can dismiss the complaint in part or whole. It can uphold the complaint in whole or part. It can decide on the appropriate action to be taken to resolve the complaint or it can recommend changes to the school's system or procedures to ensure the problems do not recur.

How are decisions notified?

The chair of the panel will ensure that all parties are notified of the panel's decision in writing within 3 working days.

Stage 3 – What next?

If the parents do not accept the conclusion reached by the panel, they may take the complaint to the next stage. Parents cannot take their appeal further than the governing body. The Local Authority cannot investigate school matters on a parent's behalf nor can it review how the school has dealt with a complaint. If a parent feels that the school has acted unreasonably or not followed the correct procedures, they can write to the Secretary of State for Education and Skills, Department for Education and Skills, Sanctuary Buildings, Great Smith Street, London, SW1 3BT.