

Weaverthorpe CE (VC) Primary School Complaints Procedure

Our Christian School aims:

- To be a welcoming rural school with a friendly Christian ethos, where learning is exciting and children reach their full potential.
- To discover and nurture children's potential within a happy, safe and stimulating environment.
- To encourage everyone to stay safe and healthy, and to care for the natural environment.
- To try to deliver high standards of teaching where we can develop questioning minds and skills for life-long learning.

Our Christian values:

We will be:

- Respectful – towards each other and all the different people of the world
- Good learners – we will know how to learn, and meet challenges in a positive way
- Trustworthy – we will tell the truth
- Kind and patient – with ourselves and each other
- Fit and healthy – we will know how to live healthy, active lives
- We will:
- Enjoy learning – we want school to be good fun!
- Care for the environment - at school and in the wider world
- Have good manners
- Be confident and have good self-esteem
- Become independent – as we grow up

If you have a concern it is important that you raise this with school as soon as possible. Set out below are the steps you should take.

What to do first

Most concerns can be sorted out quickly by speaking with your child's class or form teacher. The school administrator will be able to help you contact the right person.

If you have a concern which you feel should be looked at by the Headteacher it is usually best to discuss the problem face to face. You can contact Miss Wilkinson by phoning the school office to make an appointment; you will be able to take a friend or relative to the meeting if you wish.

If you are still concerned

If you are still concerned following your meeting, you can make a formal complaint in writing to the Headteacher. The Headteacher will then conduct a full investigation of the complaint and may interview any members of staff or pupils concerned. You will receive a written response to your complaint.

If you are still unhappy

If you are still not satisfied, you may wish to make a formal complaint to the governing body. You should write to the Chair of Governors of the school. He or she will try to see if there is a way forward. If he or she is unable to resolve the matter, your complaint will then be heard by a committee of three governors called the Complaints Review Committee. They will have no prior knowledge of the case and will therefore be able to make a fresh, unbiased assessment. You will be invited to attend the committee meeting, accompanied by a friend or relative if you wish, and to put your side of the matter. The Headteacher will also attend to give his or her account.

Is there any further action I can take?

Complaints about school problems are usually settled within the school but in exceptional cases it may be possible to refer the matter to an outside body such as the Local Education Authority or the Secretary of State for Education and Skills. If necessary, the Chair of the Complaints Review Committee will let you have further information.

If your complaint is about something the Headteacher has done or said personally, you should refer it to the Chair of Governors. The School Administrator will be able to tell you how you can contact him or her.

The Chair of Governors or Designated Governor will discuss the matter with you and attempt to resolve the problem. If you are not satisfied with the outcome you will be asked to set out your complaint in writing and it will then be considered by the Complaints Review Committee of the governing body.

North Yorkshire schools aim to have a positive relationship with parents but sometimes things may go wrong. The Local Education Authority takes all complaints seriously and schools are expected to have procedures in place for dealing with them.

If you wish to make a complaint about the Local Education Authority, the County Council's complaints procedure should be followed. This can be found online at: nycc.gov.uk

Stage 1 - we will try to deal with your complaint informally. This means that you should phone, write, or take your complaint to the office or person who dealt with your enquiry.

Our staff will do their best to resolve your complaint without you needing to do anything else.

Stage 2 - if you have contacted the relevant officer about your complaint but they have not been able to put things right, or you are not happy with the way they handled your complaint, the next step is for you to contact the complaints coordinator for the directorate responsible for that service.

The directorate complaints coordinator will write to you within five working days to let you know we have received your complaint and tell you what will happen next.

Stage 3 - if you have been through stages 1 and 2 and are not happy with the way your complaint was dealt with, you can ask the County Council's Chief Executive to review the investigation. (If your complaint is about services in the Chief Executive's department, it will be reviewed by another senior member of staff.)

Our corporate complaints coordinator will write to you within 5 working days to let you know we are reviewing your complaint. You will receive a full written reply within 20 working days.

If this is not possible we will inform you within 20 working days and give you an indication of when a full reply will be sent.

Our complaints procedure is not a review or appeal procedure for you to challenge the merits of those decisions. Neither is it a way to ask for a review of a decision which goes against you following other proper procedures, such as a school admission appeal.

Stage 4 - if you are still unhappy with the way your complaint was dealt with, or feel you were treated unfairly, you can contact the Local Government Ombudsman at

Telephone: 0845 602 1983 or 024 7682 1960

Email: advice@lgo.org.uk

Text: 0762 480 4323

Address: Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

Date of review(G): Summer 2013

Date of next planned review(S): Spring 2016 or sooner if required.