



**Park Brow  
Primary School**



Happy - Respect - Pride - Caring - Potential

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### Information for Parents and Carers on our school complaints procedure.

The local authority has developed a leaflet for parents and carers to outline the complaints process in a clear way. The leaflet refers to the detail contained in this document and is available on Knowsley website.

#### **Informal Stage:**

Many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher or a senior member of staff. If this is not possible, or the teacher is unable to resolve the concern, the parent, carer or pupil should contact the Head Teacher or Deputy Head Teacher.

The person who receives the complaint should attempt to work with the family to resolve the complaint informally. This may involve

- Mediation and conciliation
- Explaining policies or decisions
- Helping the pupil to express their views to another person
- Review of educational provision
- Review of support services

#### **Stage 1:**

If the pupil, parent or carer is not satisfied with the outcome of the informal investigation, they may wish to make a formal complaint. This should be done in writing to the Head Teacher.

If the complaint is about the Head Teacher, or if the problem is not resolved, the matter should be referred to the Chair of Governors of the school.

The school and its Governors have a duty in law to act properly and investigate complaints impartially. Once investigations are complete the person making the complaint should receive a written response from the school.

## **Stage 2:**

Pupils, parents and carers who are not satisfied with the outcome of the investigation and wish to pursue a complaint regarding a school issue can refer the complaint to a review committee of Governors, known as the complaints panel.

This can be done by writing to the Clerk to the Governing Body. The aim of the panel is to establish any areas of agreement and identify actions that can be taken to resolve the complaint.

## **Stage 3:**

If all other attempts to resolve the complaint have been unsuccessful the pupil, parent or carer may refer their complaint to the Local Government Ombudsman or Secretary of State for Education.

## **SEND**

Should a parent or carer have a concern about the special provision made for their child they should in the first instance discuss this with the class teacher. If the concern continues then the SENCo and class teacher will arrange a further meeting with the parent/carer.

If the concern cannot be satisfactorily dealt with at this stage it should be brought to the notice of the Headteacher. If the Head is unable to resolve the difficulty the parents concerns should be put in writing to the SEN Governor – Mrs M Spreadbury or Rev J Fagan.

The Chair of Governors Mrs A Truesdale will be involved after other avenues to resolve the situation have been exhausted.

**Governors October 2020.**