

# **EARLS BARTON INFANT SCHOOL**

## **COMPLAINTS PROCEDURE**

**LAST REVIEWED: October 2016**

**REVIEW DATE: June 2018**

At our school we want our children to be happy and to do well. We recognise that the home-school partnership is crucial to this success. We provide as many opportunities as possible to keep parents informed and involved in their child's progress. Parents' evenings, Curriculum information sessions including curriculum in action opportunities, home/school books, annual reports and home visits (EYFS transition) all help the process. Questions and concerns are usually dealt with quickly and helpfully.

However, we recognise that there are times when things can go wrong, when concerns continue and differences of opinion develop. These can usually be resolved by speaking to the right person. Most concerns can be settled without too much trouble, but whatever the issue it is always important to try to find an answer.

The first step in the procedure is to contact your child's class teacher and arrange a time when the issue can be discussed. If you are still unhappy then you may need to contact the head teacher to arrange a meeting. It is always best to try to make an appointment where you can talk things through without interruption. Investigating complaints does take time and the answers are not always readily available but you will be able to discuss the issue and decide whether or not any further steps need to be taken.

In the majority of cases the problem will have been solved by this stage. However, if you are still unhappy then you should contact the Chair of Governors. The school will advise on how to contact the Chair who may help to resolve the problem informally, possibly by arranging a meeting between those involved.

If, after this, you are still not satisfied with the answer, then you should ask to make a formal complaint to the Governing Body. This is obviously a very serious step to take. It is important that you have thought things through carefully and that every possible attempt has been made to solve your concerns by other means.

Normally a panel of Governors will be called to hear your case and all sides will be asked to submit a written statement. You will also be invited to attend

any hearing that is held to present your side of the story. The decision of the Governors' panel will then be sent in writing to all parties.

If, after the Governors have dealt with your complaint, you are still unhappy with the decision you can contact the Local Authority for advice on what to do next.