

Meriden Church of England Primary School School Complaints Procedure for Parents

We strive to be a school where you are more than satisfied with what we do to support your child, especially in difficult situations. When you think we do this particularly well, please let us know. Staff work hard for the pupils and we all want to recognise that.

But sometimes things may not go well. For example, you may feel that your child is being bullied and are not happy that the right things have been done to address this. We hope that good communication would solve such a problem. Our aim is that by careful listening, constructive discussion and sensible actions we can work together to solve problems, and so improve our school systems further. But if the problem persists, you may wish to make a complaint.

When should I complain?

If you believe that something is seriously wrong, then make a complaint. We will investigate it and base what we do on the governing body's agreed policy.

Whom do I contact?

That depends on the particular situation. Often your child's class teacher will be able to deal with the matter. More serious problems might require the intervention of a senior member of staff or the head teacher. Most problems can be solved in this way. A complaint about the conduct of the head teacher should go to the chair of governors, addressed to the Clerk to the Governors at the school address.

What if the matter is still unresolved?

You should write to the head teacher, in the first instance, if you are dissatisfied with the handling of a complaint. The head teacher will investigate the matter and may invite you to a meeting to talk about it. The school may arrange for a suitable mediator to be present.

After trying all other avenues, you may decide to make a formal complaint to the governing body by sending a letter to the Clerk to the Governors at the school address. The governors will investigate and may invite you to meet them to discuss your concerns.

For further advice and guidance about the school's Complaints Procedure please contact the School's Information Officer on 0121 704 8536. From 1 August 2012 complaints about maintained schools not resolved by the school that would have been considered by the local authority should be addressed to the Secretary of State for Education, Department for Education, Sanctuary Buildings Great Smith Street, London, SW1P 3BT

If you want further information or support I commend Family Lives www.familylives.org.uk to you as a source of information and advice (0808 800 2222).

All this looks very formal, but very few problems have to go through such steps because we work hard to understand and resolve problems as quickly as possible. In this way, pupils of the school get the best possible chance to succeed in their learning.