

If you would like more information about special educational needs, you can contact the Parent Partnership Service.

Parent Partnership Service

PO Box 73, Worcester, WR5 2YA
Tel/Fax: 01905 727940/727949
Email: ppservice@worcestershires.gov.uk
www.ppsworcs.co.uk

Special Educational Needs Services

Wildwood, Wildwood Way, PO Box 73, Worcester, WR5 2YA
Tel: 01905 766329

Special Educational Needs Code of Practice

Ref: DfES 0581/2001
Copies obtained from DCSF Publications
Department for Children, Schools and Families
Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Tel: 0870 000 2288
Email: info@dcf.gov.uk
www.dcf.gov.uk

The Advisory Centre for Education (ACE)

Unit 1c, Aberdeen Studios, 22 Highbury Grove,
London, N5 2DQ
Helpline: 0808 800 5793
Exclusions Advice: 020 7704 9822
www.ace-ed.org.uk

This publication can be made available in other languages (including British Sign Language) and alternative formats (including large print, audio tape, computer disc and Braille) on request from Parent Partnership Service on telephone number 01905 727940 or by emailing ppservice@worcestershires.gov.uk

'If you need help understanding this document in your own language, please contact Ethnic Access Link. Tel: 01905 25121' (English)

'যদি এই দলিলটি আপনার নিজের ভাষায় বুঝতে আপনার সাহায্যের প্রয়োজন হয়, অনুগ্রহ করে Ethnic Access Link (এথনিক অ্যাক্সেস লিঙ্ক) 01905 25121 টেলিফোন নম্বরে যোগাযোগ করুন' (Bengali)

如果你需要這個文件的中文信息，請聯絡 Ethnic Access Link. 電話是01905 25121 (Cantonese)

'Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu we własnym języku, zadzwoń do Ethnic Access Link. Tel: 01905 25121' (Polish)

'Se necessitar de ajuda para perceber o conteúdo deste documento na sua língua, contacte a associação Ethnic Access Link pelo telefone: 01905 25121' (Portuguese)

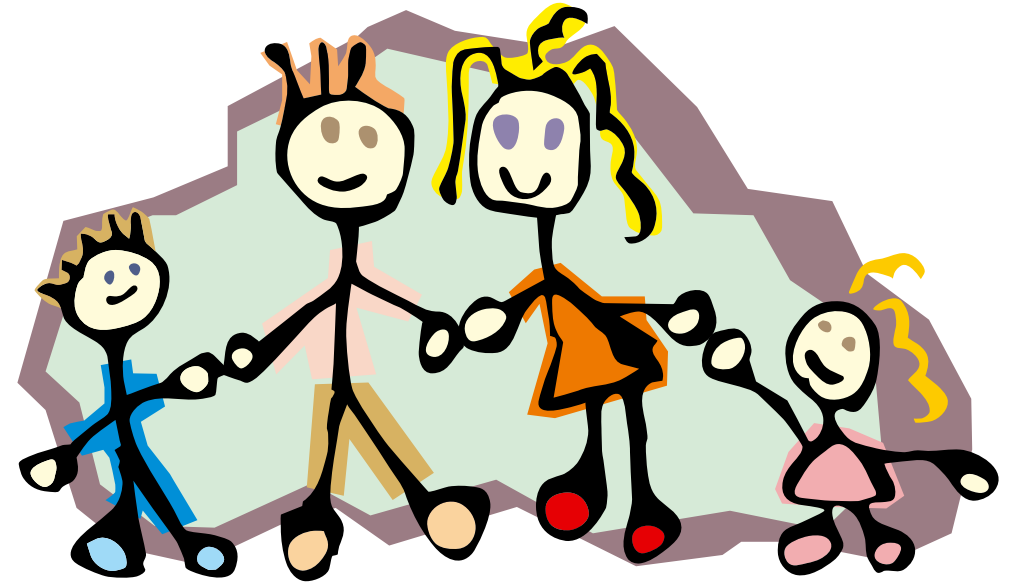
'Si necesita ayuda para entender este documento en su idioma, puede ponerse en contacto con Ethnic Access Link en el teléfono 01905 25121' (Spanish)

Bu dokümanı kendi dilinizde anlamak için yardım isterseniz Ethnic Access Link ile temasa geçiniz. Tel: 01905 25121' (Turkish)

Ethnic Access Link (ایٹھنک ایکسس لنک) سے رابطہ کریں۔ ٹیلی فون: 01905 25121 (Urdu) اگر آپ کو اس دستاویز کو آپ کی اپنی زبان میں سمجھنے میں مدد کی ضرورت ہے، تو براہ کرم

To the best of our knowledge all information is correct at time of printing. April 2008.
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Parent Partnership Service Information



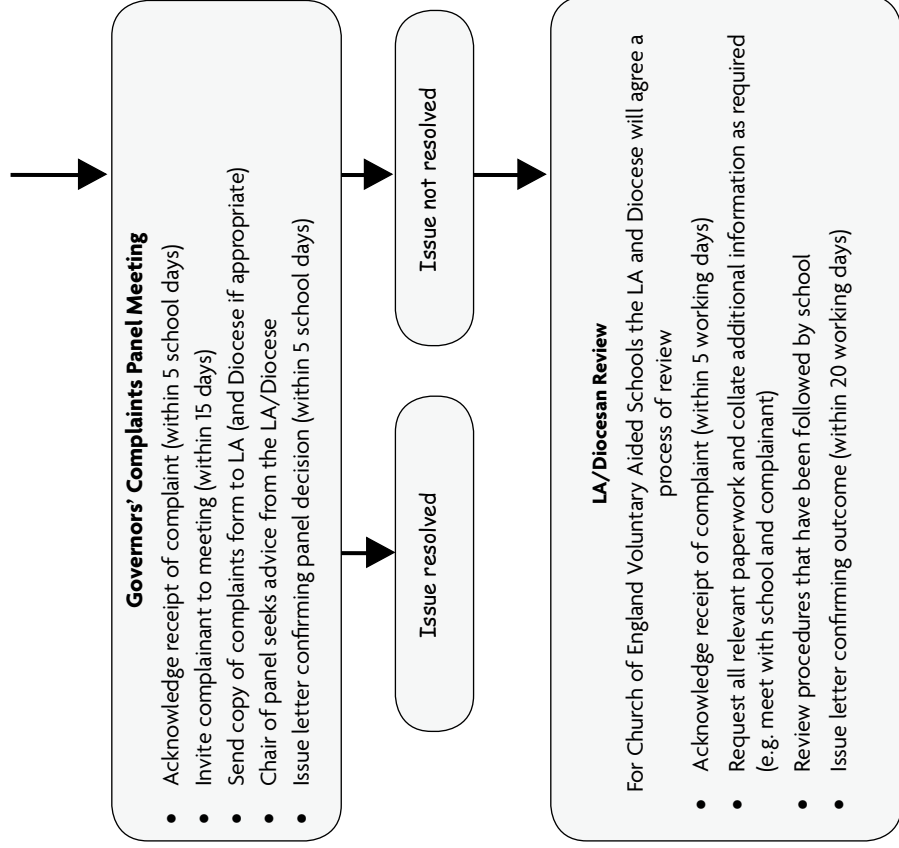
Parent Partnership Service

School Non-Curriculum Complaints Guidance

Contact Information: PO Box 73, Worcester, WR5 2YA • Tel: 01905 727940 • Fax: 01905 727949
Email: ppservice@worcestershires.gov.uk • www.ppsworcs.co.uk

Find out more online:
www.ppsworcs.co.uk

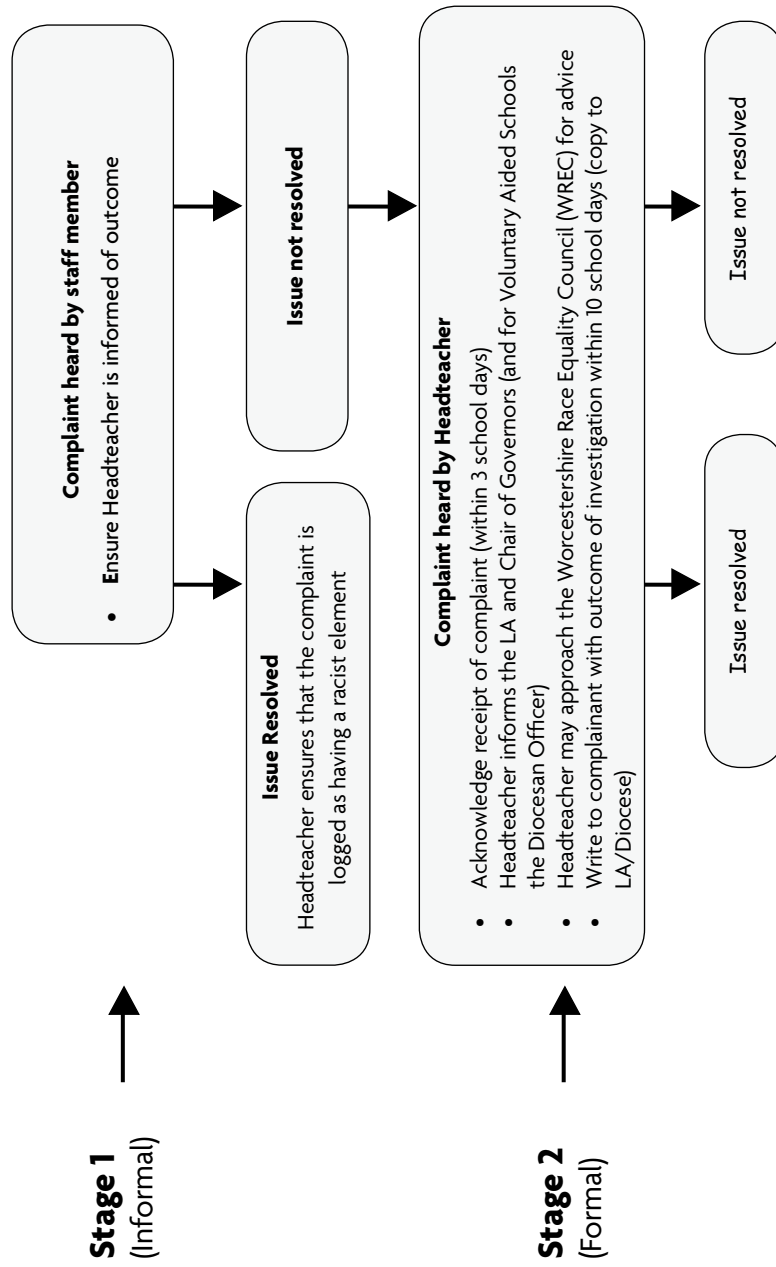
Stage 3
(Formal)



Stage 4
(Formal)



Procedure for Dealing with Parent/Carer Concerns where there is a Racist Element



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Introduction

The purpose of this leaflet is to explain how to tell your child's school your views.

The personal approach is always appreciated. Teachers and staff at your child's school value your comments and thoughts. It is particularly helpful if you are able to find time to visit the school to speak to them personally and parents' evenings are usually a good opportunity to do this. It is always best to try to make an appointment where you can sit and talk things through calmly and without interruption. However, sometimes this is just not possible or you might want to tell the school how you feel in a different way, for example by writing to them. Whichever way you choose to tell the school your views, it is important to remember that co-operation between parents, staff and governors is always in the best interests of the child and will benefit all those concerned with your child's education.

Should I pay a compliment?

Yes, in just the same way that you like to be told when you have done a good job or have worked really hard; the school staff are always pleased to hear that things have gone well and that they are appreciated.

Should I tell the school my concerns?

Yes, schools recognise that parents and carers are important partners in providing a happy, safe environment in which children may learn. All members of staff want to know as soon as possible if you have concerns about your child because everyone benefits from a quick solution to problems and concerns. Once they are aware of your concern, the school can let you know what they can do, and you will be able to work together to solve the problem.

Whom do I contact?

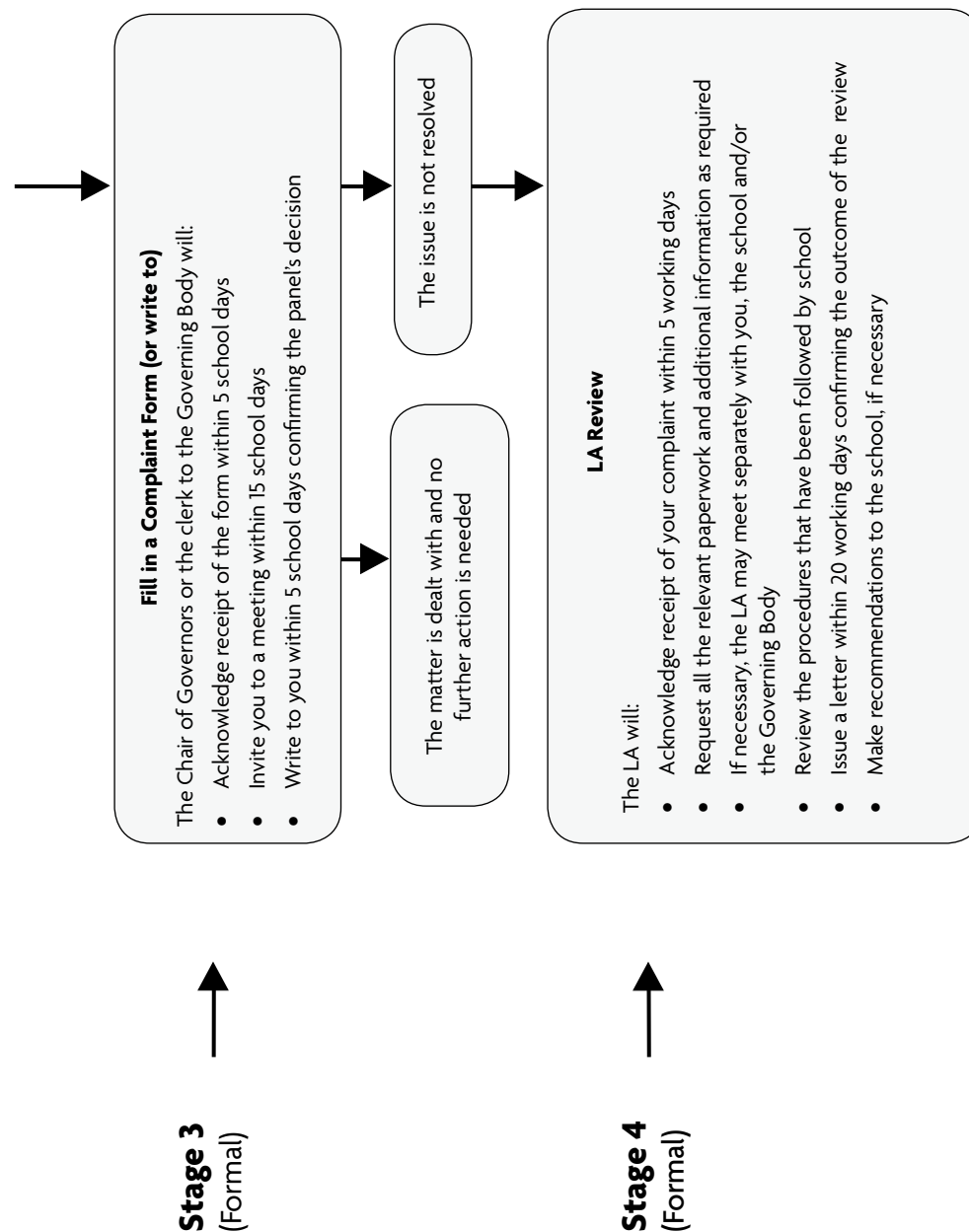
That depends on the particular concern. The class teacher will usually be able to deal with the matter, but more serious problems may require a senior member of staff or the Headteacher.

It is always best to express your concern to the person involved at the earliest possible opportunity. In this way, most problems can be resolved informally by working together with the school.

In all cases the school will take your concerns seriously, but it will be particularly helpful to them if you present concerns in a calm and reasonable manner; mutual courtesy is expected and ensures that things go smoothly.

Will my child's school be able to tell me how complaints are dealt with?

Schools have a duty to make all parents and carers aware of how they can raise concerns. The complaints procedures may be included in any of the following:



Procedure for Dealing with Parent/Carer Concerns

Stage 1 (Informal)

Discuss your concerns with your child's class teacher.
S/he will note your concern and inform the Headteacher or, in a larger school, the nominated Deputy Headteacher

The matter is dealt with and no further action is needed

The issue is not resolved informally

Stage 2 (Formal)

Write to the Headteacher detailing your concerns

The Headteacher will:

- Acknowledge the receipt of your letter within 3 school days
- Write to you within 10 school days to tell you the outcome of her/his investigation of your concerns

The matter is dealt with and no further action is needed

The issue is not resolved

- The school prospectus
- The Governor's reports to parents/carers
- The information given to new parents/carers when they join the school
- The home-school agreement
- The home-school newsletter
- A specific complaints leaflet
- The school website

If you are unsure about where the procedures can be found, the school Secretary or your child's class teacher will be able to tell you where to find them.

Can the Complaints Procedure be used for any school-related issue?

The Complaints Procedure will be appropriate for most of the more serious concerns that parents/carers have but there are some specific concerns that are dealt with separately.

These include:

- Complaints about the National Curriculum
- Religious education
- Collective worship
- Admissions to school
- Pupil exclusions
- Special educational needs
- Child protection

If you are uncertain about the way in which your concerns should be raised, the staff at the school or the Parent Partnership Service can provide information and guidance. Included at the end of this leaflet is a list of contact addresses and telephone numbers, which you may find useful.

Are there any specific procedures that the school must follow when a concern has been raised?

Worcestershire Local Authority (the LA) provides schools with a model procedure that they can choose to adapt for dealing with complaints that is designed to ensure that the complaints process is consistent and fair to all parents and carers. You will find a flowchart outlining this procedure at the end of this leaflet. Where a school has adopted their own procedures you should refer to their documentation.

It is expected that most complaints will be resolved quickly and informally at **Stage 1** of the complaints procedure usually through the child's class teacher who will record your concerns and inform the Headteacher or, in a larger school, the nominated Deputy Headteacher. However, if the issue cannot be resolved informally there is a formal complaints procedure that can be followed.

Stage 2 is the first step in the **formal** procedure for dealing with complaints. If you decide to make a formal complaint you should write to the Headteacher explaining your concerns in as much detail as possible. The Headteacher should let you know within three school days that s/he has received your letter.

In some cases it may still be possible to reach an informal resolution and the Headteacher may arrange to meet with you to discuss your concerns. If not, s/he will decide whether it is appropriate to deal with your concerns using the general school complaints procedure or via another route. If another complaints route is more appropriate, for example in the case of an admissions issue, the Headteacher will advise you on what you need to do.

If your complaint involves the Headteacher you can access **Stage 2** in the same way as described by writing to the Chair of Governors with as much detail as possible.

Where the Headteacher carries out the investigation of your concerns s/he will examine the notes taken by your child's class teacher, your written comments and any other relevant information that is available. If necessary s/he may also interview the people involved and take statements from them. When s/he has completed the investigation s/he will write and tell you what her/his decision is and what action (if any) will be taken. You should receive this response within ten school days of the school acknowledging your written complaint.

Very few concerns will extend to **Stage 3** of the procedure, but for those that do there is a Complaint Form, available from your child's school, that should be completed and sent to the Chair of Governors of the school together with any relevant documents and information. You should receive acknowledgement of the receipt of your complaint within five school days.

The Chair of Governors will ask the Clerk to the Governing Body to make arrangements for a Complaints Panel Hearing. This Panel will consist of three to five Governors, one of whom will be elected to chair the Panel.

The clerk of the Complaints Panel will act as your contact point with the Panel and s/he will ensure that all the Panel members receive the relevant documents relating to your complaint and set a date for the hearing of your complaint. Within five school days of the hearing the Clerk will let you know, in writing, of the Panel's decision and what action (if any) needs to be taken.

If you feel that the Governors Complaints Panel did not handle your complaint fairly and in accordance with the school's complaints procedures, you are entitled to go to **Stage 4** of the Complaints Procedure.

If your child attends a Roman Catholic Voluntary Aided School your child's school will tell you whom you should contact next.

Stage 4 of the complaints procedure involves the Local Authority (and the Diocesan of Worcester for C.E. Voluntary-Aided schools) and can only be used in the event that Stages 1 – 3 have been followed and exhausted.

The LA will **not** investigate your original complaint, but they will review the way in which the Governing Body dealt with your complaint.

The LA will inform The Diocese of Worcester of the receipt of a complaint from the parent or carer of a child attending a Church of England Voluntary Aided school.

If you decide to go to Stage 4 you should send your written complaint to:
Service Development Manager: School Systems, Children's Services, PO Box 73, Worcester, WR5 2YA

Your complaint to the LA should include:

- Details of your original complaint
- The decision and recommendations (if any) of the Governors' Complaints Panel
- Reasons why you believe that your original complaint was not dealt with fairly and in accordance with the school's complaints procedures
- What you would like to see happen

The LA will acknowledge the receipt of your complaint within 5 working days.

The LA will ask for and review all the relevant paperwork relating to your complaint. In some circumstances the LA may also meet with you, the Headteacher or Chair of Governors. The LA will write to you, the school and the Governing Body within 20 working days of receiving your complaint, giving their findings and making recommendations (if any) of future action by the school.

Do the people dealing with my complaint have to keep to the set time limits?

At all stages of the complaints process those dealing with your concerns should keep within the set time limits and aim to consider and resolve your concerns as quickly as possible. However, on rare occasions there may be exceptional circumstances that result in the time limits not being met. If this should happen, new time limits should be set and you should be given details of this together with an explanation of why the delay has occurred.

Is there a time limit for making a complaint?

You should always try to deal with any issues that cause concern as quickly as possible. A complaint will normally be considered as 'out of time' if you raise it more than three months after the problem is known to be a cause for complaint. This time limit will usually be stated in the school's Complaints Policy.

What should I do if I am not sure about raising my concerns with the school?

If you would like more details on any of the stages of the complaints procedure you can contact the Parent Partnership Service on the telephone number at the back of this leaflet.