

# Information for Parents

## How to comment or complain

***Sheredes Primary School***  
***Telephone: 01992 465154***

### **HOW TO COMMENT OR COMPLAIN**

#### **We care about what you think**

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to contact us using the details listed above.

#### **Our aims**

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 school days

## How to make a complaint

### First

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of staff, such as the special educational needs co-ordinator (SENCo) if it is about special needs.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the first person you talk to cannot help you then speak to the headteacher. Make an appointment with the school secretary to make sure the headteacher is available. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

### Second

If you are not satisfied you can complain formally by completing The Formal Complaint Form, which is available from the school office. Address the form to the Chair of Governors. The school secretary will tell you who this is and pass on any written correspondence. The Chair will then arrange for your complaint to be considered and investigated and will reply within 10 working days to give you a progress report and tell you what will happen next. This may involve meeting/s with the Head and/or Chair. The Chair may decide to involve a panel of governors. When your complaint has been fully investigated you will be told of the outcome in writing.

### Third

Most complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about **Special Educational Needs**, in Local Authority maintained schools, you can complain further to the local authority. This should be done by writing to the Children's Services Complaints Manager in the Customer Focus Team at the address on the back page.

It should be noted however that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the local authority is under any obligation to investigate or progress your complaint any further.

## Useful contacts

### **Advisory Centre for Education**

Education Advice & Training  
72 Durnsford Road  
London  
N11 2EJ  
Web: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)  
Phone: **0300 0115 142**

### **POhWER**

Hertlands House  
Primett Road  
Stevenage  
SG1 3EE  
Web: [www.pohwer.net](http://www.pohwer.net)  
Phone: **0300 456 2370**

### **Children's Legal Centre**

Riverside Office Centre  
Century House North  
North Station Road  
Colchester  
Essex  
CO1 1RE  
Web: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)  
Phone: **0345 345 4345**

### **National Youth Advocacy Service**

(NYAS)  
Egerton House  
Tower Road  
Birkenhead  
Wirral  
CH41 1FN  
Web: [www.nyas.net](http://www.nyas.net)  
Phone: **0345 345 4345**

### **SENDIASS** (Special Educational Needs & Disability Information Advice Support Service – formerly Parent Partnership)

Registry Office Block  
CHR102  
County Hall  
Hertford  
SG13 8DF  
Web: [www.hertsdirect.org/parentpartnership](http://www.hertsdirect.org/parentpartnership)  
Email: [parent.partnership@hertfordshire.gov.uk](mailto:parent.partnership@hertfordshire.gov.uk)  
Phone: **01992 555847**

### **Family Lives**

#### **(Formerly Parentline Plus)**

15-17 The Broadway  
Hatfield  
Hertfordshire  
AL9 5HZ  
Web: [www.familylives.org.uk](http://www.familylives.org.uk)  
Phone: **0808 800 2222**

### **Complaints Team**

Customer Focus Team, CSF, County Hall, Hertford SG13 8DF  
Web: [www.hertsdirect.org/csfcustomerfocus](http://www.hertsdirect.org/csfcustomerfocus)  
Email: [cft.csf@hertscc.gov.uk](mailto:cft.csf@hertscc.gov.uk)  
Phone: **01992 588542**

### **Boarding Schools – Complaints to OFSTED (Office for Standards in Education, children's services and skills).**