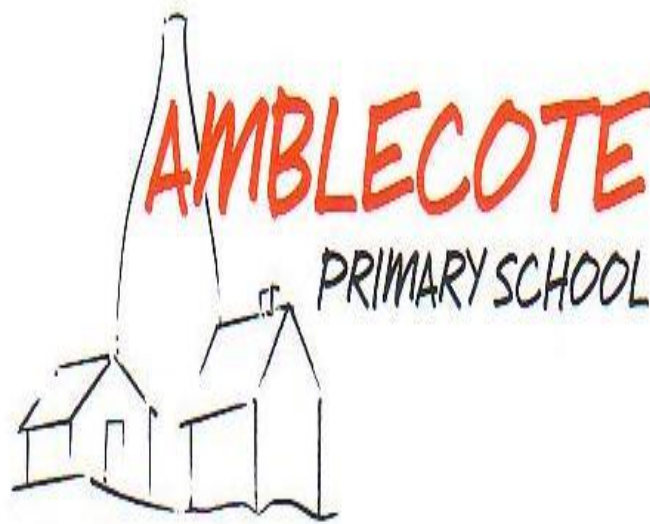


Amblecote Primary School



Complaints Procedure

Step one – Talk to the Headteacher (or appropriate senior member of staff)

You Should:

- Contact the Headteacher *or other senior leader* to discuss the problem.
- Make an appointment so that time can be allowed to hear your concerns fully.

The Headteacher (or representative) will:

- Wherever possible respond to your complaint immediately OR, where this is not possible
- Investigate your complaint and respond within 10 school days OR
- Invite you to a meeting OR contact you to explain your outcome.

There are some issues that the Headteacher will not be able to deal with because they are the responsibility of the Council rather than the school (e.g. school transport). If this applies in your case the school will ask you to contact the Directorate of Children's Services.

If you are not satisfied with the response you receive from the Headteacher you should go to the next step of the complaints procedure.

Step Two – Contact the Governing Body.

The governing body works closely with Headteacher to:

- Promote high standards of educational achievement.
- Take general responsibility for the conduct of the school.
- Make sure the National Curriculum *and Early Years curriculum* is taught.

When raising a complaint with the Governing Body you should:

- Contact the Governing Body of the school in writing via The Chair of Governors.
- Send your letter to the Governing Body care of the school or the Directorate of Children's Services, within four weeks of the discussion with the Headteacher.
- Give clear details in your letter of the complaint.

The Governing Body will:

- Acknowledge your letter within 10 school days (excluding holidays and weekends).
- Tell you what arrangements have been made for your complaint to be considered
- Provide the opportunity for you to discuss your letter in more detail with the Governors dealing with your complaint. You can take a friend or an advisor with you. (If your complaint can be put right straightaway this should not be necessary).
- Investigate your complaint within 20 school days.
- Write to you within 5 days of completion of the investigation explaining the results and telling you of any action that has been recommended to put matters right. A copy of the letters will also be sent to the Directorate of Children's Services.

If you are not satisfied with the response you receive from the Governors you may continue your complaint to the next stage of the complaints procedure.

Step Three – contact the Directorate of Children’s Services

The Directorate has a responsibility to draw its concerns to the attention of the Governing Body and use its influence as necessary to ensure that schools raise standards.

You should:

- Write to the Director of Education of Children’s Services at the address below.
- Give full details of your complaint and attach relevant information/papers.

The Directorate will:

- Acknowledge your letter within 3 working days.
- Investigate the way in which your complaint has been dealt with.
- Write to you within 15 days explaining the outcome of the investigation and any recommendations.
- Contact your school advising them of the outcome and, where appropriate, the steps needed to put matters right.

Directorate of Children’s Services for Education

Westox House

1 Trinity Road

Dudley

West Midlands, DY1 1JQ

01384 814225

Fax: 01384 814216

Email: reception.ed@dudley.gov.uk

Where a complaint remains unresolved, parents can submit it to the Secretary of State on the grounds that the Governing Body or Local authority are acting unreasonably.

Address your complaint to The Secretary of State, The Department for Education, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT.

Where there are other ways of appealing or complaining you will be given advice about what to do. These are some examples of when there are other procedures:

- ***Admissions to Schools***

Guidance notes are issued to parents wishing to appeal against a decision not to give their child a place at the parent's preferred school.

- ***Suspension or Exclusion of Pupils from School***

The letter sent by the Headteacher to parents in these cases will explain the rights of appeal.

- ***Additional Educational Provision (special needs)***

Information and guidance notes about appeal procedures are available to parents in a separate booklet.

- ***School Re-organisation Proposals***

Public notices are issued giving details of when a new school is proposed or proposals for an existing school to be closed or amalgamated. The notices will explain how individuals can express their views.

Since 1st August 2012, the requirement to deal with complaints about the curriculum, Religious Education and Sex Education have been removed from the Local Authority.

Therefore, complaints about: The curriculum, Religious Education, or Sex Education must be made directly to the Department for Education.

Address your complaint to The Secretary of State, The Department for Education, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT.