



# ST PAUL'S CATHOLIC PRIMARY AND NURSERY SCHOOL

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Our school is a place of learning

A place of love

## INFORMATION TO PARENTS

### HOW TO COMPLAIN TO YOUR CHILD'S SCHOOL.

#### **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, with politeness 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

#### **What happens at the first stage?**

Most concerns, complaints or potential complaints can be resolved by talking to the member of school Staff concerned. The school can tell you who you should speak to first. You may wish to request a copy of the school's complaints procedure, available from the school office or

website. If the concern isn't resolved by speaking to a member of Staff, you should then request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome within 10 school days.

If your first contact is with individual Governors, you may be asked to take up your concerns with the Headteacher or the appropriate member of Staff. A Governor should not be made aware of a potential complaint as they may be required to sit on a panel in the event of a formal hearing (2<sup>nd</sup> stage) and should be impartial.

If your complaint is about the Headteacher, you should write to the Chair of Governors at the school. If your child has Special Educational Needs (SEN) you might find it helpful to talk to the Special Educational Needs Co-ordinator (SENCo) at your child's school or your named Special Needs Officer if your child has a Statement of SEN. A Parent Partnership Supporter may also be able to help you.

If parents who have not yet complained to their child's school contact the Local Authority, Council Officers will ask the complainant for their written consent to share information regarding their complaint with the school in question. If the complainant declines to provide their consent, the matter will not be taken any further. If consent is provided, the Council will pass the complainant's concerns onto the school.

### **What happens at the second stage?**

The school may ask you to complete a form which can be obtained from the school office. It should be addressed to the Chair of Governors and marked confidential.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors. If the Chair of Governors or another Governor has been involved in discussions to help settle the disagreement at Stage 1, s/he should arrange for another Governor to take charge of the investigation. The Governor in charge of investigating the complaint may ask to meet you to discuss your concerns. The Governing Body should give you full details of how they will carry out any further investigation or formal hearing and keep you up-to-date with progress.

You and the school must make sure the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting.

If any member of Staff is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A member of Staff named by parents in the complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may be represented. If this happens, the school will inform you before the meeting.

When the panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to tell you the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. The Governing Body should aim to deal with complaints within 28 school days.

## **Is there a third stage of complaint?**

**For most complaints, the procedure ends with the Governing Body and there is no third stage of complaint to the Local Authority.**

If the school's complaints procedure has been exhausted and you remain dissatisfied, you can approach the Secretary of State. Further advice is available from the Children's Legal Centre, the Advisory Centre for Education (ACE) or Family Lives (formerly Parentline Plus).

**If your complaint is about the way that a school is providing for your child's Statement of Special Educational Needs you do have a third stage of complaint to the Local Authority.**

In this case, you can write to the Complaints Manager who will acknowledge your complaint within five working days and then inform the Chair of Governors and Headteacher. The Complaints Team will aim to investigate your complaint within 25 school days, however the investigation may take longer in complex situations. When your complaint has been fully investigated the Complaints Manager will write to let you know the decision. S/he will give the reasons for the decision, any action or proposed action to be taken and any further avenues open to you. S/he will send a copy to the Headteacher, the Chair of Governors and anyone else concerned in the investigation.

Parents who remain dissatisfied following further investigation by the Local Authority have the right to complain to the Secretary of State who may decide to conduct an additional investigation.

**If your complaint is about Denominational Religious Education or Collective Worship in a Voluntary-Aided school you do not have a third stage of complaint to the Local Authority.**

This is because the Local Authority has no power in Voluntary-Aided schools to inspect the provision or to influence content. You may complain beyond the second stage to the relevant Diocesan Authority where this applies:

**For St Paul's this is:**

The Director of the Education Service, Diocese of Westminster, 46 Francis Street, London, SW1P 1QN. Tel: 020 7798 9005. Email: [education@rcdow.org.uk](mailto:education@rcdow.org.uk)

## **Can I complain to anyone other than the County Council?**

For all other types of complaint, including those regarding Bullying, the National Curriculum or Collective Worship there is no third stage of complaint to the Local Authority.

However, you can complain to the Secretary of State at the Department for Education. The contact details for the Secretary of State are as follows:

The Secretary of State  
Department for Education  
Sanctuary Buildings  
Great Smith Street  
London

SW1P 3BT

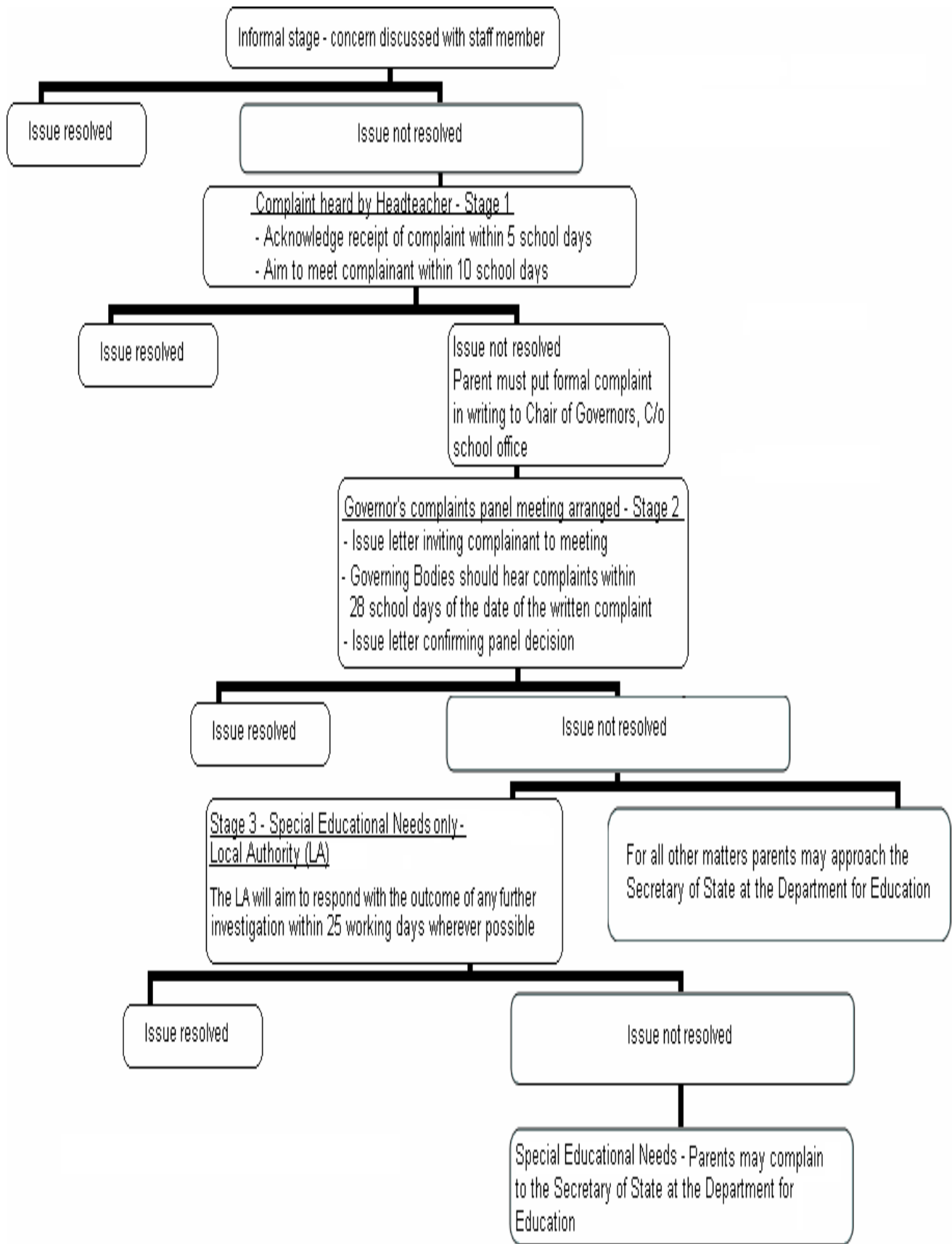
Telephone: 0870 000 2288

Website: [www.education.gov.uk](http://www.education.gov.uk)

Please note that the Department for Education will only follow up your complaint with the school or the Local Authority if they believe either might have acted unreasonably or failed to carry out a statutory duty.

## **Flowchart - Summary of Dealing with Complaints**

### **Dealing with complaints**



## Useful contact details

Chair of Governors	The school secretary can tell you who this is and pass on any written correspondence	
Complaints Team Children's Services	Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF Web: <a href="http://www.hertsdirect.org/your-council/hcc/childserv/comments/">www.hertsdirect.org/your-council/hcc/childserv/comments/</a> Email: <a href="mailto:cs.complaints@hertscc.gov.uk">cs.complaints@hertscc.gov.uk</a>	01992 588542
Parent Partnership Service (SEN)	Room 152, County Hall, Hertford SG13 8DF Web: <a href="http://www.hertsdirect.org/parentpartnership">www.hertsdirect.org/parentpartnership</a> Email: <a href="mailto:parent.partnership@hertscc.gov.uk">parent.partnership@hertscc.gov.uk</a> Phone: <b>01992 555847</b> The Parent Partnership service provides impartial information and offers guidance on Special Educational Needs to Parents, Carers and Professionals. There are four Parent Partnership Supporters in the county and you can contact your local Supporter directly and confidentially. Their contact details are as follows:  <ul style="list-style-type: none"> <li>• <b>Dawn Owen - 01920 411152</b> (Hertford/Ware/Bishops Stortford/Waltham Cross/Hatfield/WGC/villages)</li> </ul>	01992 555847
Black Minority Ethnic (BME) Achievement Team - If your complaint is about racial harassment or discrimination	<a href="http://www.thegrid.org.uk">www.thegrid.org.uk</a>	01438 844752
ACE (Advisory Centre for Education)	1C Aberdeen Studios, 22 Highbury Grove, London N5 2EA Free advice line 2-5pm Monday to Friday Web: <a href="http://www.ace-ed.org.uk">www.ace-ed.org.uk</a>	0808 800 5793
HertsHelp	<a href="http://www.hertsdirect.org/hertshelp">www.hertsdirect.org/hertshelp</a>	0300 123 4044
Family Lives	<a href="http://www.familylives.org.uk">www.familylives.org.uk</a>	0808 800 2222
Carers in Herts	<a href="http://www.carersinherts.org.uk">www.carersinherts.org.uk</a>	01992 586969
Children's Legal Centre	University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ Free Advice Service, 2-5pm Web: <a href="http://www.childrenslegalcentre.com">www.childrenslegalcentre.com</a> Email: <a href="mailto:clc@essex.ac.uk">clc@essex.ac.uk</a>	01206 873820
Citizen's Advice Bureau	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>	08444 111 444
Parentline Plus	520 Highgate Studios, 53-79 Highgate Road, Kentish Town, London NW5 1TL Web: <a href="http://www.parentlineplus.org.uk">www.parentlineplus.org.uk</a>	0808 800 2222