

Parent Concerns & Complaints Overview



Informal Concerns

Sandfield Close Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible. Our aim is always to work with Parents and Carers so concerns can be resolved informally, without the need to use the formal stages of the complaint procedure. Please follow this stage first.

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. (DFE)

- If you have a concern about your child's learning, behaviour or pastoral care, please always speak to the class teacher in the first instance.
- You can do this in person or by telephone.
- Identify the concern and discuss how this is expected to be resolved by the school
- Arrange a follow up meeting which can either be face to face or by telephone, to ensure the concern has been resolved.
- If you feel the concern has not been resolved, arrange to speak to the Phase Leader, SENDCo or Deputy Head.
- In most cases the concerns are resolved by this stage.
- If you feel the concern is not resolved after following the above steps, you can submit a formal complaint. See Stage 1 of the Complaints Policy.

Stage 1 Complaints

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. (DFE)

- Read the Complaints Policy which can be found on our school website.
- Raise the complaint to the Headteacher in writing by completing the complaints form or emailing the Headteacher via the school office email address.
- The Headteacher will acknowledge the complaint by letter or email within 2 school days.
- The Headteacher may seek to clarify:
 - Nature of complaint
 - Clarify what remains unresolved if raised informally first
 - Ask what outcome the complainant would like, or actions they feel the school to take

- The Headteacher to investigate. They can delegate the investigation to another member of staff BUT not the decision.
- A meeting takes place to clarify the complaint & to seek a resolution
- Written conclusion of investigation will be sent to the complainant within 15 school days.
- If they feel the complaints policy has not been followed the Complainant can escalate to Stage 2 within 5 school days.

Stage 2 Complaints

- The Complainant informs Clerk to Governors within 5 school days from the date of the stage 1 outcome letter.
- They can do this by emailing the clerk via the school office email address.
- Clerk acknowledges receipt of request within 5 school days.
- Clerk convenes a review panel (3 impartial governors)
- Review panel date should be within 15 school days of the request.
- Written material circulated to all parties at least 5 school days before the meeting.
- Panel meeting takes place.
- Outcome: The panel will:
 - Uphold the complaint in whole/part
 - Dismiss the complaint in whole/part
 - Complaint upheld with appropriate action to resolve the complaint
 - Make recommendations
- Complainant informed of the panel outcome within 5 school days.
- If complainant is unsatisfied with the outcome. They can refer the complaint to the DfE.
<https://www.gov.uk/complain-to-dfe>