

Greenway Primary  
& Nursery School



# How to comment or complain

Children are at the centre of everything we do

## 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’. Whatever it is, you can use the form with this booklet and let us know your views.

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.

## Our promise to you

- 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 working days.

## How to make a complaint – Stage 1

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. 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 other appropriate member of staff, such as the Inclusion co-ordinator (INCo) 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, if we cannot resolve matters informally please fill out a Complaints form (available from the school office) and send this to the Headteacher who will aim to provide a formal written response within 10 working days.

## Stage 2

If you are not satisfied with the response at Stage 1 you can contact the Chair of Governors within 10 working days of receipt of this response. The Chair will then arrange for a governor panel to be convened and for your complaint to be fully considered by them. Most complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

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).

In the case of complaints about Special Educational Needs, in LA maintained schools, you can complain further to the Local Authority (HCC). This should be done by writing to Complaints Manager at the address below.

*A further guide for parents and a copy of our Complaints Policy and Procedure is available on our website. [www.greenway.herts.sch.uk](http://www.greenway.herts.sch.uk) or on request from the school office.*

## Further Information

### Secretary of State for Education

Tel: 0370 000 2288

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

### Hertfordshire County Council (HCC)

Email: [cs.complaints@hertfordshire.gov.uk](mailto:cs.complaints@hertfordshire.gov.uk)

Customer Service Team – Complaints

Postal Point: CHO118

Resources Department

County Hall, Hertford SG13 8DF

### Equality and Diversity-

If your complaint is about racial harassment or discrimination:

Kate Stockdale - Wellbeing Adviser

Tel: 01438 844819

Email: [kate.stockdale@hertsforlearning.co.uk](mailto:kate.stockdale@hertsforlearning.co.uk)

### ACE (Advisory Centre for Education

[www.ace-ed.org.uk](http://www.ace-ed.org.uk)

Tel: 0300 0115 142

### HertsHelp

[www.hertsdirect.org/hertshelp](http://www.hertsdirect.org/hertshelp)

0300 123 4044 or

Email: [info@hertshelp.net](mailto:info@hertshelp.net)

### Family Lives

[www.familylives.org.uk](http://www.familylives.org.uk)

Email: [askus@familylives.org.uk](mailto:askus@familylives.org.uk)

Tel: 0808 800 2222

### Carers in Herts

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

Tel: 01992 586969

### Children's Legal Centre

[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Email: [info@coramclc.org.uk](mailto:info@coramclc.org.uk)

### Citizen's Advice Bureau

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

0800 144 8848

## Your views form

Name: .....

Address: .....

Postcode: .....

Email: .....

Telephone – Day: .....

Evening: .....

Mobile: .....

What is it you would like to tell us about?

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Signed: ..... Date: .....