



Information for Parents

How to Comment Or Complain

**Featherstone Wood Primary School
Featherston Road
Stevenage
Herts
SG2 9PP
01438 235550**

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'. 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

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. 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 special 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 filling in a form, which is available from the school office. Send the form to the Chair of Governors. The school secretary will tell you who this is. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. 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 cannot be resolved by this process.

In the case of complaints about **Special Educational Needs**, the **National Curriculum** or **Collective Worship**, in LA maintained schools, you can complain further to the Local Authority. This should be done by writing to the Head of the Customer Focus Team at the address on the back page.

Useful contacts

Parent Partnership (Special Educational Needs)
Helpline 01992 555847

There are four **Parent Partnership Supporters** in the county and you can contact your local Supporter direct. Their details are:

Irene Holland **01462 634488**
(Stevenage/Hitchin/Letchworth/Baldock/villages)

Dawn Owen **01920 411152**
(Hertford/Ware/Bishops Stortford/Waltham Cross/Hatfield/WGC/villages)

Kären Edwards **01923 229830**
(Watford/Rickmansworth/Potters Bar/
Borehamwood/villages)

Helena Marks **01442 217143**
(St Albans/Hemel Hempstead/Tring/
Harpenden/Berkhamsted/villages)

ParentlinePLus – www.parentlineplus.org.uk
0808 800 2222

Chair of Governors

The secretary at school will tell you who this is and pass on any written correspondence

County Councillor for your area

www.hertsdirect.org or contact the Members Secretariat at County Hall **01992 556556**

ACE

Advisory Centre for Education

1b Aberdeen Studios, 22 Highbury Grove
London. N5 2EA

Free Advice Line 2-5pm, Monday to Friday

0808 800 5793

www.ace-ed.org.uk

Children's Legal Centre

University of Essex, Wivenhoe Park

Colchester, Essex CO4 3SQ

Free Advice Service, 2-5pm

01206 873820

www.childrenslegalcentre.com

Complaints Helpline

Customer Focus Team, CSF

County Hall, Hertford SG13 8DF

Helpline 01992 588542

www.hertsdirect.org/cau