

As soon as the facts have been established you will receive a written response from the Head teacher, explaining the result of the investigation and setting out any actions that need to be taken to resolve the situation. The Head teacher may also wish to discuss this with you face to face.

If your complaint relates to the Head teacher, the Chair of the Governing Body will carry out the investigation.

I still feel that the problem has not been resolved. What should I do?

You should write to the Governing Body, requesting an independent and impartial review of your complaint. The Clerk to the Governing Body will acknowledge receipt of your complaint, and will arrange for a panel to meet and review your complaint within 10 school days. The panel will consist of three Governors who have had no prior involvement in the matter in question. All relevant documents held by the school which relate to the complaint will be provided to the panel beforehand.

You will receive notification of the date that the Panel will meet 5 days in advance. You will have the right to go to the meeting, and to be accompanied by a friend, legal representative or interpreter. The Head teacher will also be invited to attend the meeting.

Whilst discussions at the meeting will be documented (usually by the Clerk), the meeting will be as informal as possible. The panel will aim to resolve the complaint, and

the school. The meeting will provide an opportunity for you to explain your complaint and concerns, for the Headteacher to explain the school's response, and for all people present to seek clarification through questions and discussion. Once the meeting has ended the panel will review the matter and reach its decision.

A written decision on the complaint will be provided to you and to the school by the panel within 2 school days. You will also be advised of what options are open to you to appeal against the decision. An appeal may involve the Local Education Authority, and ultimately the Secretary of State for Education.

So, where do I start?

As we said at the beginning, start by talking to your child's teacher. Most concerns never need to go any further, and resolving things in this way is usually best for your child, for you and for the school.



Guidance for Parents

What to do if you have a concern or complaint



Sun Hill Junior School

Sun Hill Junior School is committed to encouraging the involvement of parents in the community of the School, and in their children's education. From time to time, issues may arise which cause parents concern. Whatever you want to tell us you can be sure that our support and respect for you and your child in the school will not be affected. It will help if you tell us of any concerns as soon as they come up.

To whom should I talk?

Most concerns can be dealt with most quickly and effectively through informal discussion with members of staff at school. You are always welcome to come into school to discuss any concerns or problems that have arisen, and we would encourage you to talk to your child's teacher in the first instance - the teacher knows both your child and the school and is usually the person best placed to deal with your problem. It is preferable that you make an appointment to see the teacher.

Will what I say be kept confidential?

You can expect that matters you raise will be treated in confidence, but parents also need to understand that to find the best way forward the teacher may sometimes have to make further enquiries. When this is the case, you can expect that it will be done with care, and that teachers will be

sensitive to how such circumstances may affect your child.

What if it is difficult to talk to my child's teacher about my concern?

Sometimes you may feel that approaching your child's teacher could be awkward. If this is the case, or if talking to the teacher on a previous occasion does not seem to have resolved a particular problem, you should seek help from the Head teacher, who will recognise that situations like this can be difficult and sensitive. You can expect the Head teacher to take the appropriate steps to follow up your concerns, and to discuss the outcome with you. Obviously some time needs to be allowed for this to take place, but in most cases the Head teacher will contact you again within a short time.

Can I talk to somebody who is independent of the school staff?

It is always possible to approach a school Governor with a concern; however the Governor will always encourage you to approach the Headteacher first, if you have not already done so. The Governor will support you in doing this, if you feel that this may be helpful; or you may wish to ask a friend to help you. Alternatively Hampshire County Council provides a Parent Partnership Service.

which gives advice and support to parents of school children in Hampshire.

What happens if I need to make a formal complaint?

Formal complaints must be made to the Headteacher in writing. All investigations resulting from this and any responses made by the school will also be documented. If the complaint relates to the Headteacher, then the complaint should be made in writing to the Chair of the Governing Body. Certain types of complaint are already covered by statutory procedures - these include the curriculum, admission and exclusion of pupils from school. If you make a written complaint you will receive a written acknowledgement, and you will also be offered an opportunity to discuss the process and to provide the school with any further information which you think should be considered.

What happens next?

When you receive the formal acknowledgement of your complaint from the Head teacher, you will also be given an estimated date by which you can expect a full response. The Head teacher will give you an opportunity to discuss the process, and to add any additional information you feel is important. The Head teacher will also take steps to investigate the matter, and will keep written records of the investigation.