

**From time to time as a parent** you may have a query or worry about an aspect of your child's schooling. In the vast majority of cases these concerns can be dealt with immediately by the class teacher. In some cases, however, you may wish to take the matter further, or you may be unhappy about how the matter has been dealt with. In such cases you will have the opportunity to raise your concern with the Headteacher and, if necessary, the Governing Body.

This leaflet explains how to go about raising your concerns with the school, and the stages you can go through to resolve those concerns. The school has adopted the Local Authority's model policy, **Responding to Concerns about Surrey County Council Schools**, and this leaflet is a summary of that policy. A copy of the full policy is available on request from the school office, and can also be downloaded from the school website.

The school aims to provide an excellent standard of education for all children, and we are constantly evaluating the work we do to achieve this. At the heart of this policy is the principle that if for some reason things go wrong and standards are not met, parents are entitled to an apology, a full explanation and a swift and efficient remedy as appropriate. The school is committed to responding to parental concerns as quickly and as sensitively as possible, and always within the timescales detailed in the policy.

## What Can You Do?

### Stage 1:

Discuss your concerns with your child's class teacher or other appropriate member of staff. In the vast majority of cases your questions will be answered or your concern resolved at this stage. If the class teacher needs to carry out some further investigation or check details before resolving the issue, he or she will agree a date with you by which time the matter will be discussed again. If the matter cannot be resolved satisfactorily at this stage you may move on to:

### Stage 2:

Contact the Headteacher and ask for an appointment to discuss the matter, or alternatively put your concern in writing. The Headteacher will look into the issues you have raised and will respond once the facts have been established.

### Stage 3:

If the Headteacher has been unable to resolve

the issues to your satisfaction, complete a Stage 3 Complaint Form (available from the school office or website) and return it to the Chair of Governors, c/o the school. The Chair of Governors (or another nominated governor) will investigate and respond to you.

### Stage 4:

If you wish your complaint to be reviewed you should write to the Clerk to Governors (c/o the school) to request that a Complaints Review Panel is convened. The purpose of this is to review whether the correct procedures have been followed, not to re-investigate the complaint. If, however, the panel finds that the correct procedures have not been followed, then it can direct the school to re-investigate the complaint.

## Further action

This procedure is designed to deal with most general concerns and complaints. Making an appointment to see your child's teacher, another member of staff or the Headteacher is almost always an effective way of resolving any issues to do with your child's attainment and progress, including behavioural issues and bullying.

For most complaints, the decision of school governors is the last stage of the procedure. However, in certain circumstances there may be further steps that are available to you. For more information contact the Surrey County Council Contact Centre.

If your complaint relates specifically to:

- Pupil exclusion
- Admission to school
- Child Protection / Safeguarding
- Special Educational Needs
- Freedom of Information / Data Protection, or
- Discrimination and harassment as defined in the Equality Act 2010

ring the Surrey County Council Contact Centre. They will put you in touch with the appropriate team who will be able to advise you further. You may of course also discuss any of these issues with the school.

**Surrey County Council  
Contact Centre  
03456 009 009**



## Where else is help and support available?

Our aim is always to deal with any concerns sensitively and in a supportive way. If you reach Stage 3 of the procedure then your concern will probably have reached the point where you are unhappy with aspects of the school's work. We would always want to provide the necessary support and advice before this stage, so that any concerns or problems are dealt with effectively.

There are a number of staff in school, as well as other professionals who work with us, who may be able to help. In school, the Special Needs Co-ordinator will be able to help if your concern is to do with your child's attainment, progress or behaviour. A referral to an outside agency may be appropriate, for example the Early Help service, the Family Support Programme, Education Welfare Officer or Behaviour Support Service.

Please note that individual school governors (including parent governors) will not be able to deal with or investigate your concern or complaint directly unless they are involved as described overleaf. They may, however, be able to point you in the direction of the best person to deal with your concern.

This leaflet is based on Surrey's model complaints procedure, which the school has adopted.

The full policy and this leaflet will be reviewed at least every three years. Reviews may take place before the specified date if there are changes to national or local guidance.

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CLAYGATE  
PRIMARY SCHOOL

# Responding to Parents' Concerns



SURREY  
COUNTY COUNCIL  
Education