

## **ST GILBERT'S CHURCH OF ENGLAND PRIMARY SCHOOL**

### **PLEASE TELL US ABOUT YOUR CONCERNS**

#### **1. INTRODUCTION**

In this school, all the staff are dedicated to giving all the children the best possible education and caring properly for their health, safety and welfare at all times.

If you feel that something is not going quite as well as you would like it to, we are doing something you are unhappy with, or not doing something you feel we should do, PLEASE TELL US ABOUT IT.

#### **2. THE FIRST STEP**

As a first step, if you are unhappy with anything about the school, please talk to the teacher most involved.

Usually, teachers are available for a short while after classes have finished, but to make sure that the teacher has time to listen properly to what you have to say, it may be worth telephoning the school to make a particular appointment.

We would hope that most concerns can be resolved in this way.

The teacher will not only try to address your concern but will report the matter to the Headteacher so that they are aware of your concern and what is being done about it.

#### **3. THE NEXT STEP**

Very occasionally, it may be that your concern cannot be resolved by the teacher, or you may feel that the situation has not altered. If this is the case, you should raise the issue with the Headteacher yourself.

It would be helpful to telephone the school and make an appointment so that the Headteacher can set aside the time to sit down and talk through the situation carefully with you.

Invariably, matters can be sorted out satisfactorily this way.

#### **4. TAKING MATTERS FURTHER**

We would expect most, if not all, complaints to have been resolved through the stages described so far. In exceptional circumstances, however, this may not be the case and you may wish to pursue the matter further and more formally.

Matters relating to the internal management and organisation of the school, discipline within the school and other such matters would normally be raised

with the governing body. This happens so rarely, that the governors have not decided on a specific procedure for handling such issues, but the following general principles will apply:-

4.1 You should set out your concern, in writing, and address it to the Clerk to the governors.

If for some reason, you do not feel that you can do that, please telephone the Clerk, explain that you want to make a complaint but are unable to set it out in writing. The clerk will produce a typewritten statement of your complaint, at your instruction, for you to sign.

4.2 The Governors will then meet formally to consider your complaint. They may invite you to come along and amplify what has been written down, and they may well invite you to come along and amplify what has been written down, and they may well invite other people to give their point of view on what you have said.

The Governors will then have to make a decision in the light of what they have been told. This decision of the governors is normally final.

The Governors may, on receipt of your complaint ask someone to investigate what you have said. In particularly serious matters, this could well be an officer of the County Council's Education Department. In such cases, you will receive a copy of the investigation report prior to the governors meeting to discuss the matter.

You may, of course, address your complaint directly to the Education Department of the County Council, not the Governors. If you do, you should address it to the Director of Education, County Offices, Newland, Lincoln, LN1 1YQ. A senior officer will study what you have written and may refer it to the Governors suggesting an investigation is called for. Normally, however you need to note that unless your complaint is about the Governors, what you have said will have to be considered by the Governors.

C Thorley  
Headteacher