

SUGGESTIONS, COMPLAINTS or COMPLIMENTS

We do have a suggestion box. This is kept in the school office. You can use this to suggest ways that we can organise things better, or make a complaint about the way the school is being run. You can also use it to say what you think we do well!

All suggestions will be reviewed by the Headteacher, Senior Management Team and Governing Body.

We have attached the form below with this guide. If you don't want to use this one don't worry, we have separate one available from the offices.

Remember, you do not have to put your name on it, but if you do we will reply to you personally, either by telephone or in writing.

Date: _____

My suggestion is

Signed: _____

Child's name / class: _____

GLADSTONE PRIMARY ACADEMY 2016



DO YOU HAVE A CONCERN, A COMPLIMENT OR A COMPLAINT? A GUIDE FOR PARENTS

*This policy applies to all pupils at Gladstone Primary School from
EYFS to Y6*

All parents/carers at some time or another will have a concern or complaint to do with their child or the school. You may also want to pay us a compliment! These can be over many different things that happen in school. We have put together this booklet to help you to know who to contact if you have any worries.

We aim to respond to any concern, complaint or compliment within 24 hours and promise to respond to anything put in the suggestion box within a week.

The school telephone number is:
01782 957267

Headteacher: Mrs Elaine Preston
Dept Headteacher: Mrs Claire Annese

If your child has a problem in class

You should first approach your child's class teacher. They are usually available before school and are available in their classrooms from 8.45—8.55 a.m. It is always helpful if you could contact us before school beforehand so that you can make sure that the teacher will be able to speak to you. If the problem has still not been solved then you should contact either Mrs Preston or Mrs Annese. Any complaints need to be drawn to the attention of Mrs Preston or Mrs Annese within 5 working days.

If either are not in school you can always speak to other senior members of staff who will do all that they can to help you and make sure that Mrs Preston or Mrs Annese are informed within 5 working days.

When dealing with complaints about individual children, staff can only discuss issues with Parent/s or Carer/s who have Parental Responsibility. Unfortunately, staff are not able to speak directly with other family members who do not have Parental Responsibility.

Senior Staff

Mr Stephen Stanford

Phase Managers

Mrs Rachel Davies

Miss Claire Banks

Ms Karena Hackney

Mrs Anne Attwell and Mrs Louise Garner

..... or outside class

Perhaps your child is having problems on the way to school or after school or a special problem on the yard at lunchtime. If so, you should speak to your child's Class Teacher. Miss Corbett and Mrs Rammell (Our Home/School Workers) are always happy to speak with parents if they have any concerns about a range of issues in school.

Helpful Contacts

We thought that you may find the following contact numbers helpful:

School Nurse

Our School Nursing Team can give you advice on asthma, bedwetting, behavior, vision, hearing, head lice or any health concerns. If you would like to contact our School Nursing Team please to speak to Mrs Annese who will be able to make the necessary arrangements.

Educational Welfare Officer

Our Educational Welfare Officer is Mrs Tracy Calder. She can be contacted on 235355. An answering machine is available after 10 am. She can give you advice if your child does not want to go to school and she can visit your home if you would like to discuss the problem. This Helpline is available from Monday - Friday and you can receive general advice about any welfare matters.

Stoke on Trent Local Authority

You may want to contact the Education Authority, based at the Civic Centre in Stoke. The contact number is 01782 234234.

You are unhappy about the organisation of the curriculum

Perhaps you think that we do not spend enough time on a particular subject or are unhappy about the way we organise assemblies. You should speak first to Mrs Preston. If the problem is not solved then you have the right to speak to the *Governors' Curriculum Committee* who have to look into these matters. You can do this by contacting the *Chair of Governors*,

If you are unhappy about how any complaint has been dealt with.

You may feel that the Headteacher has not dealt with a complaint properly. In this case you can ask for your complaint to be considered by the school *Governing Body* but you must do this within 5 working days after the response from the Headteacher. Any complaint after this will only be considered in exceptional circumstances.

You can do this by putting your complaint in writing to the *Chair of Governors*, Mrs C Bartley. Your letter should then be passed on to the school office. You will receive a response within 5 working days.

A *Complaints Panel* of 3 *Governors* will then be formed and you may be invited to attend to present any additional evidence. The *Chair* of the panel will then conduct an investigation. You will receive a written response within 5 working days of the meeting.

If you are not happy with the way your complaint has been handled by the *Complaints Panel*, then you may appeal. Your appeal should be in writing and addressed to the *Governing Body* and must be done within 5 working days from the receipt of the letter. An *Appeals Panel* will then be formed and you may be invited to attend. The *Chair* of the *Appeals Panel* will then conduct a further investigation. You will receive a written response within 5 working days of the meeting. Please note, appeals will only be received by the *Panel* if you present any new substantive evidence not hitherto presented. The decision of the *appeals panel* is final!

Please also be aware of the *School's Policy for Dealing With Persistent of Vexatious Complaints / Harassment*, also available on the school's website.

If you feel that the governing body or the Local Authority have acted unreasonably about your concerns, you can write to the Secretary of State for Education. You will need to list the steps you have already taken and the responses you have received. Write to: The Secretary of State, Department for Education Sanctuary Buildings, Great Smith Street, London. SW1P 3BT.

Ofsted will also consider some complaints made in writing about schools. These may come from registered parents or carers of pupils at the school. Ofsted will not usually consider a complaint if you have not first followed the school's and Local Authority's complaints procedure. You should contact the helpdesk, which is open from 8am to 8pm, Monday to Friday.

Phone 0300 1234 234, or email enquiries@ofsted.gov.uk.

Safeguarding Children

If you are concerned about the way your child may have been treated by a member of staff please contact Mrs. Preston. If the concern relates to Mrs Preston you should contact the Chair of Governors, Mrs. C Bartley who is our Child Protection Link Governor.

Special Educational Needs

If you think that your child has a special educational problem please contact our Special Educational Needs Coordinator, Mr Stephen Stanford. He can give you advice and liaise with other external agencies if necessary.

Mr Stanford can be contacted via the main office.

Our Home / School Worker

We have our own Home / School Link worker, Mrs Sue Rammell or Miss Corbett. They are available every day and will be able to give you lots of help and advice on a wide range of issues. If they do not know all of the answers they will put you in contact with someone who can help you.

Sue and Rochelle can be contacted via the school office:
01782 957267 or mobile

If you are unhappy with the actions of a member of staff..

If you feel that your child has not been treated fairly by a member of staff, either senior management, a teacher, teaching assistant or a midday supervisor you should speak to
Mrs Preston or Mrs Annese

.... or the Headteacher or Deputy Headteacher

If you feel that your child has been treated unfairly by Mrs Annese you should speak to Mrs Preston. If, however, if you feel that Mrs Preston has treated your child unfairly you should speak to the Chair of Governors, Mrs C. Bartley. You can either telephone Mrs O'Donnell in the school office and she will arrange for her to ring you, or you can send a letter into school and Mrs Bartley will reply.

If you have queries about dinner money or other payments.

You may not be sure about dinner money or whether you are eligible for free meals. You may have questions about trip money.

Ms Sue reeves in charge of all money matters. She is in school from 8.30 am until 4 pm each day.

