



Business &  
Enterprise



APPLIED  
LEARNING

**ST ALBANS GIRLS' SCHOOL  
BUSINESS & ENTERPRISE COLLEGE**

# Parental Form for formal Complaint to Governors

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Specialist Schools  
and Academies Trust  
EXCELLENCE AND DIVERSITY

# HOW TO COMMENT OR COMPLAIN

## We care about what you think

Each day staff in this school make many decisions and try hard to do the best for all the students. 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 making a complaint – you just want to get something ‘off your chest’. Whatever it is, 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 complain.

## 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 Head Teacher. Make an appointment with the Head's PA to make sure the Head Teacher 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 Chairman of Governors c/o the school. The Chairman 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 Conciliation and Appeals Unit at the address on the back page.

**FORMAL COMPLAINT FORM**

Name: .....

Address: .....  
.....  
.....

Post Code: .....

Telephone No: Day: .....  
Evening: .....

What is it you want to complain about?

.....  
.....  
.....  
.....  
.....

Have you complained to the Head Teacher? YES NO (Please circle)

If so, when did you do this?.....(Date)

What happened when you complained to the Head Teacher?

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