



SCE/MOD Schools Complaints Procedure – Information for Parents

Date Reviewed: September 2018

Date of Next Review: September 2019

Head Teacher: Mrs Sarah Baillie

If you have comments or concerns, please tell us. We welcome suggestions for improving what we do.

There are three stages in the complaints procedure.

Informal stage

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher, or, in secondary schools, the relevant subject teacher. The teacher will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

Remember that teachers will mostly be in the classroom during the day, but you can leave messages with the school office and the teacher should get back to you.

Formal stage

If you are not satisfied with the response and want to take the matter further, you should put the complaint in writing and give it to the Headteacher. You should include as much information as possible e.g. dates and witnesses. This will help the Headteacher to investigate your complaint.

The Headteacher will decide whether it is necessary to meet you to find out more from you about the complaint.

When the complaint has been investigated fully, the Headteacher will write to you and let you know his/her decision. If the Headteacher agrees with your complaint, s/he will let you know what the school will do about it.

Appeal stage

If your complaint is not upheld by the Headteacher, you have the right of appeal to a sub-committee of the School Governance Committee (SGC). If you decide to appeal, you should put your complaint in writing to the chair of the School Governance Committee (SGC). You can get the chair's name and address from the school office. You will be invited to attend and speak to the sub-committee. The full SCE complaints document explains what will happen at this meeting.

Complaints against the Headteacher

As with complaints against teachers, there are three stages in the procedure. If you have a complaint about what the Headteacher has done or not done, the first stage is to raise it directly

with the head. If you remain dissatisfied, the second stage is to put your complaint in writing to the chair of the School Governance Committee (SGC). The complaint will then be considered by a sub-committee of the SGC. If your complaint is not upheld, the third stage is to appeal to the Senior Principal for MOD Schools. If you decide to appeal, you should put your complaint in writing and send it to the Senior Principal for MOD Schools, Directorate Children and Young People, Upavon, Wiltshire SN9 6BE.

Special types of complaint

There are different procedures for some special types of complaint. These include complaints about the curriculum, collective worship and religious education, about statements and assessments of special educational needs, and about exclusions from school. Details can be found in the full SCE complaints procedure.

Timetable for dealing with complaints

Complaints should be dealt with in the following periods:

Informal stage 10 school days

Formal stage 10 school days, or 15 school days for complaints against the Headteacher

Appeal stage 20 school days

Complaints from pupils

Pupils also have a right to make a complaint. Each school should have its own procedure for dealing with complaints from pupils, and make this known to them in language that they will understand. More information can be found in the full SCE complaints procedure.

Complaints against HQ SCE staff

If you have a complaint about the actions of, or a decision made by, a member of HQ SCE staff, the first step is to raise the matter informally with the person concerned. If you remain dissatisfied, you should put your complaint in writing and send it to the Senior Principal for MOD Schools, Directorate Children and Young People, Upavon, Wiltshire SN9 6BE.

Compliments

It is helpful to know when things go well. If you wish to compliment a member of staff, please write to the head teacher of your child's school or, in the case of a member of HQ SCE staff, to the Senior Principal for MOD Schools