Parent Guide to Concerns and Complaints

Parents/Carers and schools share the same goal: supporting children's education. This guide gives you clear steps to share your views and resolve issues quickly and positively.

We want to ensure efficient and appropriate communications between parents and school, and protect the wellbeing of everyone involved. Therefore we ask whenever you contact the school you follow our *Parent and Visitor Code of Conduct*.

What kind of issue is it?

Is it feedback?	Is it a concern?	Is it a complaint?
Sometimes you will want to share your voice with us without needing a response. You can expect us to listen and take this on board. Feedback is important to us; we want to hear and adapt to parents' views. **Contact us via [website contact form] with your feedback.**	Sometimes you have a worry or doubt over an important issue and you are looking for reassurance. We take informal concerns seriously and make every effort to resolve the matter as quickly as possible. **Contact your child's form tutor. If you don't have their email address, contact us via office@danebury.hispmat.org**	Sometimes you are dissatisfied with the school's actions or lack of action. Our complaints policy will help you with the steps you need to resolve this. **Follow the flow chart below or read further for the full policy.**

Complaints Flowchart

Stage 1 Informal Complaint

Contact the school, a senior leader will investigate. They will acknowledge your complaint with 1 school day, meet with you, and aim to resolve your complaint with 15 school days.

Complaint Resolved

Stage 2 Formal Complaint

If you feel your complaint has not been resolved, complete a complaints form. This can be found in the policy, or contact [website contact form] to request one. You will receive an acknowledgement within 5 school days.

The Headteacher will investigate your complaint and arrange a meeting with you. They will write to you with their findings and steps to resolve your complaint within 15 school days of your meeting, or 25 school days of your complaint being received if you have not been able to meet.

Complaint Resolved

Stage 3 Complaints Panel

If you feel your complaint has not been resolved, contact the Clerk to Trustees [email address]. You will receive an acknowledgement within 5 school days. The Clerk will arrange a Panel to review your complaint. This will have at least three people, which will include one person who is not part of the management and running of the school. At the panel meeting you will be able to share your views, as will the school. The panel will write with a response within 10 school days of the meeting.

This is the final stage of the complaints process. Once the panel has sent their response you can still contact the Department for Education if you feel your complaint has not been correctly investigated.