

Carr Hill Primary School: Listening to Parents, Pupils and the Community

1. We aim to make our school a happy, safe and caring place so that pupils may benefit from the best possible education. All of our staff, both teaching and non-teaching, are dedicated to this aim. If you think we are not living up to your expectations of us we want to know about it so that we may have the opportunity to put things right. We would also like to hear about the things you think we do well.
2. If you do have a concern or a complaint, speak to your child's class teacher. If he/she cannot resolve the matter you should then discuss it with the head teacher or Year Co-ordinator. If you are not a parent of a child at the school then please address your concerns to the head teacher / deputy head.
3. Most complaints will normally be resolved at this stage but if this is not possible, or your complaint is about the head teacher, you should write to Mr. M. Barnett, at the school address, who is the school governor nominated for investigating complaints.
4. Mr. Barnett will contact you to find out more about your concerns and will then investigate your complaint. He will write to you on behalf of the governing body with the results of his investigation.
5. If you are still not satisfied you may appeal to a committee of the governing body which will listen to your complaint. This committee will be made up of governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to put your case. The head teacher and Mr. Barnett will also attend to explain what they have done to investigate and resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.
6. If you are still not satisfied then you may complain to the Local Authority (LA). The LA only has powers to investigate complaints about the curriculum, religious education and collective worship, the school's charging policy and the provision of information required by law. For other complaints the LA will investigate whether the school's investigation was carried out properly, but will not re-hear the complaint.
7. After the LA has carried out its investigation it will write to you. In the very rare case that you remain dissatisfied you may pursue your complaint with the Secretary of State for Education and Employment. The Local Government Ombudsman is not able to consider complaints about schools, except where they relate to the admission of pupils.