



Complaints and Concerns Procedures for Penkridge Middle School

- Penkridge Middle School seeks to be a "listening school" and will do its best to enable parents to feel confident in raising issues and concerns with appropriate staff.
- We will try to resolve parents' concerns as informally and quickly as possible and always make clear what action is being taken.
- Complaints will be considered following a clear set of procedures, based on Local Authority guidance.

Expressing Concerns

Any problem or concern should be raised promptly with the class teacher or member of staff responsible for the area or action you are concerned about. If your concern is more serious, you may prefer to make an appointment to discuss it with a member of the school's Senior Leadership Team. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the relevant member of staff, Deputy or Head Teacher.

Stage 1 (The Head Teacher)

If you are dissatisfied with the response of the member of staff contacted, then you may wish to put your concerns in writing to the Head Teacher as a complaint. You should make it clear if you wish the matter to be dealt with as a formal complaint. The Head Teacher will investigate the complaint as soon as possible and provide a written response.

If your original concern was about an action by the Head Teacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (Stage 2).

Stage 2 (The Governing Body)

If you are dissatisfied with the Stage 1 response, you can make a formal complaint to The Governing Body. The school will provide you with a form that you can choose to fill in for this purpose.

The form will need to be returned to the Chair of Governors, via the school office.

A panel of governors will be convened to meet with you and consider your complaint and, following this, you will receive a written response from The Governing Body.

You should not contact the Secretary of State for Education until Stage 2 is complete.

Stage 3 - The role of the Secretary of State for Education

If you think that the governors have failed to consider your complaint properly and reasonably, you can raise the matter with the Secretary of State for Education. However, it is important to understand that this is not a general right of appeal for any parent who disagrees with the governors' decision. If the governors have followed a proper procedure and considered the complaint reasonably, the Secretary of State for Education will not reverse their decision.

If you wish to raise the matter with the Secretary of State for Education, please write to:

The Secretary of State for Education
Department for Education
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

In your letter, please explain:

- a) What your complaint to the governors was;
- b) What response they have made to it;
- c) Why you think that the governors have not followed a proper procedure in considering your complaint, and/or;
- d) Why you think that their consideration of it was unreasonable.