

Raising Concerns

Do you have a concern about our school?

Information for parents/carers



Raising Concerns about a school

If you have a concern, complaint or suggestion about our schools be assured that no matter what you want to tell us, our support and respect for you and your child will not be affected in any way.

We want to be able to resolve concerns or complaints as quickly and effectively as possible. This booklet outlines the procedure and the way in which your concern or complaint will be dealt with.

Please contact the school as soon as possible with your concern. It is difficult for us to properly look into a problem or incident that happened some time ago.

Step 1

Talk to the class teacher or member of staff

Most concerns or complaints can be resolved quickly and effectively by the class teacher or member of staff.

Contact the school to find out when the class teacher or staff member will be available to meet you. If this is not convenient you may wish to contact them by letter or telephone.

If your concern is about a member of staff you should contact the Headteacher.

TIP. *If you need help with the English language, let the school know. The school may be able to help arrange translation of letters or provide an interpreter when dealing with your concern.*

TIP. *Try to have an idea about what outcome you would like and talk this through with the member of staff.*

TIP. *Keep a brief record of who you have spoken to about your concern and what was said.*

Step 2

Contact the Headteacher

If the member of staff is unable to resolve your concern or if your concern is about the member of staff, you should contact the Headteacher. You can ask for a meeting to be arranged with the Headteacher to discuss your complaint. However, if this is not convenient you can raise your concern by letter or telephone.

In some schools the Headteacher, may ask another senior member of staff to deal with complaints or concerns.

The Headteacher will consider your complaints and reply to you in writing within 15 school term days. The letter will explain the decision and the reasons for the decision.

TIP. *If you are meeting with the Headteacher or senior staff member, you may wish to take a friend or representative along with you for support. However, you must let the school know that you will be bringing someone to the meeting.*

TIP. *If you need help with English, let the Headteacher know the language you would like the response to be in.*

Step 3

Contact the Chair of Governors

If you are not satisfied with the reply from the Headteacher or if your complaint is about the Headteacher, you should write to the Chair of Governors. The school office will be able to forward your complaint letter to the Chair of Governors.

The Chair of Governors will investigate and will try and resolve your complaint informally. The Chair of Governors will reply to your complaint in writing within 25 school term days. However, if the Chair of Governors does not think it is appropriate to investigate the complaint on their own, a Governors Panel may be arranged.

TIP. *If you feel it is more appropriate to meet or speak to the Chair of Governors, the school office will be able to forward a message to the Chair of Governors for you.*

4

Step 4

Ask for a Governors Complaints Panel Meeting

If you are not satisfied with the response from the Chair of Governors you can request a meeting of the Governors Complaints Panel to be held. This Panel is made up of three or five members of the governing body who have not had any previous involvement in your complaint.

A panel convener will arrange the meeting within 25 school term days and inform you of the date.

At the meeting you will be given the opportunity to explain your complaint and what you want as an outcome to your complaint.

The Headteacher will also be given the opportunity to explain their response.

The complaints panel will try and find a solution that is acceptable to everyone involved. The panel will write to you within 5 school term days of holding the meeting with the decision.

TIP. *You may wish to take a friend or representative with you to the meeting for support. However, you will need to let the panel convener know.*

TIP. *You may submit evidence to support your complaint to the panel, including your record of who you spoke to and what was said. This will need to be given to the panel convener before the date of the meeting.*

TIP. *If you need help with English the panel convener may be able to arrange translations of documents or an interpreter to be present at the meeting. You must let the panel convener know as soon as possible.*

TIP. *It is recognised that sometimes it will be difficult to reach a mutually agreeable solution, emotions may be raised. It is important to stay calm.*

Step 5

Raising the issue beyond the school

Complaints or concerns about schools should be settled within the school. In exceptional cases where you remain unhappy with the response from the Governing Body or the way in which your complaint was handled, the Local Authority may be able to provide a review of your complaint.

You should contact the Local Authority in writing at:

Complaints Team

The Children and Young People's Service
48 Station Road
Wood Green
London N22 7TY
Telephone: 020 8489 3187
or 020 8489 3481

You will receive a response from the Local Authority within 10 school days telling you whether they will be able to review the complaint or not.

If your complaint is about a Church of England School or a Roman Catholic school, the relevant Church Body may be able to provide advice and assistance. The contact details for the Church

Bodies are listed on page 7.

Alternatively, you may be able to contact the Department for Children, Schools and Families if you remain unhappy with the response to your complaint or if the Local Authority is unable to review your complaint.

The Department for Children, Schools and Families can be contacted at:

Department for Children, Schools and Families

Sanctuary Buildings
Great Smith Street
London SW1P 3BT

5

Other Complaints Procedures

By law, some concerns cannot be addressed by schools. In such cases, you should contact the appropriate office listed below.

Complaints about the school curriculum

Complaints Team
The Children and Young People's Service
48 Station Road, Wood Green
London N22 7TY
Telephone: 020 8489 3187
or 020 8489 3481

Appeals about school admissions and transfers

Admissions Team
The Children and Young People's Service
48 Station Road, Wood Green
London N22 7TY
Telephone: 020 8489 3881

Appeals against exclusions

The Pupil and Family Mediation Officer
The Children and Young People's Service
Haringey Professional Development Centre
Downhills Park Road
London N17 6AR
Telephone: 020 8489 5026

Advice can also be sought from the Advisory Centre for Education (ACE). Contact details are provided on page 7

Complaints about public exams

The appropriate examining board is responsible for complaints about grade.

Appeals against statements of special educational needs

The Special Educational Needs and Disability Tribunal Publish a booklet entitled 'How to Appeal'. This available by calling their helpline on 01325 392555.

Child Protection Issues

If you are concerned about the welfare of any child, please contact the Child Protection Team on 020 8489 3168, who will advise you on the next steps.

Other Useful Organisations and their Contact Details

Citizens Advice Bureau

A Citizens Advice Bureau may be able to offer you advice. Local contact details are given below:

Turnpike Lane Citizens Advice Bureau

14a Willoughby Road
London
N8 0JJ
Telephone: 0870 126 4030

Tottenham Citizens Advice Bureau

Tottenham Town Hall
Town Hall Approach Road
London
N15 4RY
Telephone: 0870 126 4030

Hornsey Citizens Advice Bureau

Hornsey Town Hall
The Broadway
London
N8 9JJ
Telephone: 0870 126 4030

London Diocesan Board for Schools

Diocesan House
36 Causton Street
London
SW1P 4AU
Telephone: 020 7932 1100

Catholic Education Service

39 Eccleston Square
London
SW1V 1BX
Telephone: 020 7901 4880

The Advisory Centre for Education (ACE)

1b Aberdeen Studios
22 Highbury Grove
London
N5 2EA
Telephone: 0808 800 5793

Shqip

Ju lutem na tregoni nëse e doni në gjuhën tuaj një kopje të kësaj fletushke ***Ngritja e Shqetësimeve***. Thjesht shënjoni ✓ kutinë përkatëse, plotësoni e ktheni këtë formular tek adresa e mëposhtme me Postim Falas.

Kurdî Kurmancî

Heke ku hun qopyeke vê lifleta bi navê Zêdekirina Eleqe-nîşandayîne (***Raising Concerns***) bi zimanê xwe dixwazin, ji kerema xwe, qutiya minasib nîşan bikin, vê formê dagirin û vegeînin edresa posta bêpere ya li jêr.

বাংলা

আপনি যদি এই ***রেইজিং কনসার্নস (Raising Concerns)*** প্রচারপত্রের কপি আপনার নিজের ভাষায় পেতে চান, আমাদের তা জানান। কেবল উপযুক্ত বাক্সে টিক চিহ্ন দিন, ফর্ম পূরণ করুন এবং সেটা নিচের ফ্রীপোস্ট বা বিনা ডাকমাশুলের ঠিকানায় ফেরত পাঠিয়ে দিন।

Soomaali

Fadlan noo sheeg haddii aad rabto koobbi ah warqaddan ku saabsan ***Soo sheegista walaacyada*** oo ku qoran luqaddaada. Calaamadi sanduuqa, oo buuxi foomkan kuna soo celi cinwaanka boostiisu lacag la'aanta tahay ee hoose.

Français

Veillez nous informer si vous souhaitez recevoir un exemplaire de ce feuillet ***Soulever des Préoccupations***. Cochez simplement la case correspondante, complétez et renvoyez ce formulaire à l'adresse au port payé ci-dessous.

Türkçe

Raising Concerns (Kaygıları Dile Getirme) adlı bu broşürü kendi dilinizde istiyorsanız lütfen bize bildirin. Bunun için uygun kutuyu işaretleyerek, formu doldurup ücretsiz olarak aşağıdaki 'Freepost' adresine göndermeniz yeterlidir.

Please tell us if you would like a copy of this Raising Concerns leaflet in your own, or another language. Simply tick the appropriate box, complete and return this form to the Freepost address below.

In large print

On audio tape

In Braille

In another language, please state:



Name:

Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

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