A meeting of the Complaints Panel will be convened within 15 school days of the request.

The Complainant and the Headteacher will be invited to a meeting to state their case, however, if either side cannot attend, the Complainants Panel will consider the documentary evidence provided by the Complainant/Headteacher

The Complaints Panel will consider 2 questions only:

1. **Whether the investigation(s) were conducted properly and reasonably within this procedure;**
2. **Whether the outcome was reasonable and appropriate**

Complaints Procedure

Pocket Guide for Parents/Carers

Hasland Infant And Nursery School

We All SMILE

HASLAND INFANT SCHOOL

Hasland Infant School
Eyre Street East
Hasland
Chesterfield, S41 0PE

Partnership Working

To be read alongside the complaints procedure

Working together with parents/carers to ensure that all children have the best possible experience and make the best possible progress is essential and is at the heart of what we do in our school.

It is a fact that children only get one chance at education. We believe that it is vitally important for school and home to work together as partners. We assume by sending your child to our school that you will support us in all areas of their education, physically, socially, emotionally and academically.

Concerns / Complaints Procedure

We understand however, there may be times during your child's school life when you wish to discuss concerns regarding their education. We are always keen to take account of parents/carers concerns and ideas and expect that parents/carers would come to talk to us to discuss initial concerns with the class teacher in the first instance. Concerns/Complaints should be raised directly with the school rather than on social media sites. If the concern is not satisfactorily resolved it should be taken to the Headteacher, or a member of the Senior Leadership Team.

In most cases, concerns are successfully resolved informally, without the need for formal procedures. However, in some situations, some concerns may still not be fully resolved, so this guide outlines our formal school complaints procedures and tells you what you should do if this happens.

School Complaints – Step by Step Procedure

1 All attempts to be made to resolve the complaint by informal means in a swift and timely manner, first with the teacher and then with a member of the Senior Leadership Team.

2. If a complaint cannot be resolved in an informal way/or the Complainant still remains unhappy, the Headteacher will deal with the complaint formally. The Headteacher will ask the Complainant to put their complaint in writing using the appropriate form from the Complaints Policy. It may also be emailed. The receipt of the complaint will be acknowledged within three school working days of receipt

3. If the Headteacher is not able to resolve the complaint and/ or the Complainant still remains unhappy, the Headteacher will offer the opportunity to inform the Chair of Governors. The Complainant should use the form provided in the Complaints Policy to request their complaint be considered further. The Chair of Governors will acknowledge the letter within 3 school days wherever possible, conduct an investigation and speak to everyone involved as soon as practicable.

If the Chair of Governors is not able to resolve the complaint and/or the Complainant still remains unhappy, the complaint will be dealt with by the Governor's Complaint Panel.

4. If the Complainant is dissatisfied with the outcome of the Chair of Governor's investigation, they should write to the Chair of Governor's stating why, and request that their complaint be referred to the Complaints Panel of the Governing Body.