



**St. Luke's Church Of England
Voluntary Aided
Primary and Nursery School.**

*What can I do if I'm unhappy about
something in the school?*

A help leaflet for parents - 2014

All parents want the best for their children.

In return St. Luke's wants all our pupils to achieve as much as they can. But sometimes there are difficulties.

Here are some examples:

'My child is being bullied.'

'My child doesn't get on with her/his teacher.'

'My child has been punished for something they didn't do.'

'My child is being pestered at school and nobody takes any notice.'

The best way to sort out complaints is usually to talk the issue through with the class teacher in the first instance.

This leaflet tells you how to follow through a complaint about something that you think is wrong with the school.

Step 1

If you are unhappy about your child's learning or something that is happening in the classroom or around the school, first of all arrange to talk to their class teacher. Most difficulties are sorted out very quickly this way.

We hope you will reach an agreement that satisfies both you and the school. If you are not satisfied go to Step 2.

Step 2

If you are not happy with the outcome of Step 1 or have a concern about bullying, the conduct of other children, parents or staff in the school or any other incident affecting relationships in the school PLEASE make an appointment to see the Head or Deputy. We will do our best to arrange an appointment within 5 school days.

How Long Will This Take?

At this meeting you will be asked to explain your concerns in detail. You are welcome to bring one friend with you to support you at this meeting. The Head or Deputy will want to discuss the issue with other staff and pupils involved so an immediate decision may not always be possible. You will receive a written response within 5 school days. If you are not satisfied go to Step 2A.

Step 2A

If the matter is still not resolved to your satisfaction a further informal meeting will be arranged with a senior member of staff and a governor. The composition of this meeting will depend on whom you have already spoken to. Again you may bring a friend to this meeting. Afterwards you will receive a letter telling you what we propose to do. If you cannot accept our response you can refer the meeting to a formal governors committee. If you are not satisfied go to Step 3.

Final Stage

Write to the Governors' Appeals Committee via the school office. Your complaint will be thoroughly investigated at a formal meeting. You will then receive the committee's recommendations within 15 school days.

We urge you to start at Step One - Talk to the class teacher as soon as you have a concern.

Step 2 - Meet the Head or Deputy. This meeting will take place within 5 school days of your request. You will receive a written response within 5 days of this meeting.

Step 2A - Meet informally with staff and governors. This meeting could be with 2 school governors or 1 governor and a senior teacher. The composition of this group will depend on whom you have already talked to.

Final Stage - Formal meeting with a governing body panel. This step should take no more than 15 days to complete but will depend on governor availability. You should write to the Governors' Appeals Committee to request this formal hearing if the matter has not been resolved by Stage 2A. Governors will acknowledge your letter within 5 days. Governors will investigate your complaint thoroughly and will write to you following their investigation in order to inform you of their recommendations.

Governors are very happy for you to bring a friend to help you state your case at Stage 2A and Stage 3.