

How to Raise Concerns or Complaints

Information for Parents

Mission Statement:

Let it be known to all who enter here that Christ is the reason for this school, the unseen but ever present teacher in all its classes, the model for its children, the inspiration for its staff.

Love and learn in footsteps of Christ.

We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are an invaluable contribution for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated or any actions or lack of action by us, please feel able to contact us using the details listed above.

Our aims

- Your concern or complaint will be dealt with honestly, politely and in confidence.
- Your concern or complaint will be looked into thoroughly and fairly.
- If your complaint is urgent, we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within 28 school days.

How to raise a concern or make a complaint

First

If you have a concern about anything we do or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about or you do not understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of staff. If it is about SEN, you may want to contact the SEN Co-ordinator (SENCo).

We know that it can feel uncomfortable to question or challenge but, if you don't tell us what is worrying you, we cannot explain what we are doing or try to put it right. If the first person you talk to cannot help then speak to the Headteacher. Make an appointment with the School Secretary to make sure the Headteacher is available. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

Second

If you are not satisfied, you can complain formally by writing to the Chair of Governors. The School Secretary will tell you who this is and pass on any written correspondence. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. This is likely to involve a Panel of Governors. When your complaint has been fully investigated you will be told of the outcome, in writing.

Third

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about **SEN**, you can complain further to the LA. This should be done by writing to the Complaints Manager in the Customer Service Team at the address below:

Complaints Team

Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF

Web: www.hertsdirect.org/your-council/hcc/childserv/comments/

Email: cs.complaints@hertscc.gov.uk

Phone: **01992 588542**

It should be noted, however, that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the LA is under any obligation to investigate or progress your complaint any further.

St Joseph's Complaints Policy and Procedures

The School's Complaints Policy and Procedures is available on the school website www.stjosephs775.herts.sch.uk or from the School Office. This sets out in detail the procedures we will follow and contains in the final Appendix outline letters which can be used to raise concerns or make a complaint.

Useful contacts

Complaints Team

Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF

Web: www.hertsdirect.org/your-council/hcc/childserv/comments/

Email: cs.complaints@hertscc.gov.uk

Phone: **01992 588542**

Parent Partnership Team (Special Educational Needs)

Room 152, County Hall, Hertford SG13 8DF

Web: www.hertsdirect.org/parentpartnership

Email: parent.partnership@hertscc.gov.uk

The Parent Partnership service provides impartial information and offers guidance on Special Educational Needs to Parents, Carers and Professionals. There are four Parent Partnership Supporters in the county and you can contact your local Supporter directly and confidentially. Their contact details are as follows:

Special Educational Needs & Disability Information Advice Support Service (SENDIASS)

Web: www.hertfordshire.gov.uk/sendiaass

Email: SENDIASS@hertfordshire.gov.uk