



HAWKINGE PRIMARY SCHOOL

COMPLAINTS, SUGGESTIONS, COMPLIMENTS

This document gives you information about complaints, suggestions and compliments. It sets out the school's complaints procedures and shows which people to contact about your views.

We want to get things right - We are committed to maintaining high standards at this school.

We want to hear from you.

We hope there will be times when you would like to tell us you feel happy with your child's school.

There may be times when you want to make a suggestion about how we can improve something or perhaps tell us that you are unhappy about the school.

Your suggestions, complaints and compliments are important to us. We try to learn from them and see them as an important part of maintaining good relationships between home and school.

Dealing with suggestions and compliments

- Any suggestions are welcome and will be given careful consideration.
- You can let us know about compliments or suggestions by telephone, letter or in person.

Dealing with worries or concerns

Your ideas and feelings are important, so please do not "bottle things up". Most issues can, and are, resolved quickly and amicably.

Worried or unhappy with the school?

- In nearly all cases your child's teacher is the best person to deal with any problems or worries you might have.
- Please let the school secretary know you would like an appointment to speak with the teacher.
- The teacher will listen to you and do their best to try to resolve your problem or worry as soon as possible.

Most parents find that an appointment with the teacher is all that is needed.

You've tried talking with the teacher and you still feel unhappy?

- If you still feel unhappy after talking to your child's teacher then you should bring this to the attention of the head teacher (Aly Ward) or her deputy (Paul O'Brien)
- Please let the school secretary know you would like an appointment to speak with the head
- The head or his deputy will listen to you and do their best to try to resolve your problem or worry as soon as possible.

DEALING WITH COMPLAINTS

What will the school do if I complain ?

- We will listen to you and deal with your complaint in a courteous, sensitive and helpful way.
- We will provide an acknowledgement of your written complaint and a response within ten school days.
- If there is some reason why the school cannot respond within this time, we will tell you why and let you know what our new deadline is.

- We will try to put things right where it is clear that we have not given the service that you have a right to expect.
- We will analyse complaints so that we can plan for the future by taking your views into account.

THE SCHOOL'S COMPLAINTS PROCEDURE

THE INFORMAL STAGE

- If you are dissatisfied you should consider raising your concern with your child's class teacher or directly with the Head teacher or her deputy.
- The process is the same as described in dealing with worries or concerns.

THE FORMAL STAGE

- If you are unhappy with the outcome from the informal stage you can consider making a formal complaint to the head teacher.
- If your complaint is about the head teacher, you must direct this to the chair of governors.
- You must set out your concerns in writing to the head teacher or chair of governors and state that you are making a formal complaint.
- Your complaint will be fully investigated and you will receive a written response within ten school days.
- If there is a reason why the school cannot respond within this time, you will receive a letter stating why not and a new deadline will be given.

THE APPEAL STAGE

- If you are still unhappy after the formal stage you can take the matter further by an appeal to the governing body of the school.
- If this is what you would like to do, you should send your written concerns to the clerk to the governing body and state that you wish to make an appeal.
- The governing body has a committee that will consider your concerns carefully and conduct a full review.
- A response will be sent to you within fifteen school days of receiving your appeal.

HAWKINGE PRIMARY SCHOOL CONTACTS

- Your child's teacher : appointment via the school office - telephone 01303 892224, letter via your child or post to the school
- Headteacher : appointment via the school office telephone 01303 892224, letter via your child or post to the school
- Chair of Governors : Mr Dave Chantry - at the school, letter via your child or post to the school

Updated: September 2010

Next review: September 2011