



Raising Concerns and Making Complaints

At Coleridge Primary School we aim to ensure all parent queries and concerns are dealt with as quickly and effectively as possible. This policy applies to all complaints raised other than those which have their own procedures such as admissions and exclusions.

Initial concerns

You should speak to your child's class teacher as soon as you have a concern. This can be at drop off or pick up each day, or you can contact the school office requesting a teacher calls you to discuss the matter. Problems and concerns are dealt with as promptly as possible and in an informal way. The class teacher may also involve the Year Team Leader for guidance. If the class teacher or Year Team Leader is unable to resolve the concern then it may be passed onto a member of the school's Senior Leadership Team for investigation. In certain situations, it may be appropriate to speak to the headteacher in the first instance if the concern is regarding a member of staff. It is always better to resolve concerns informally where possible and the school will make every effort to do so.

Formal complaints

If a concern has not been satisfactorily resolved informally, the school's complaint procedure must be followed. Please ensure you refer to this procedure before making a complaint. The procedure can be found on the school's website. Below is a [brief overview](#) of the complaints procedure:

Stage 1: Complaints should be made to the Headteacher head@coleridgeprimary.net (or the Chair of Governors, if the complaint is about the Headteacher) who will investigate the complaint and provide a written response within 15 school term days.

Stage 2: If following this, the complainant is not satisfied then the complaint should be raised with the Chair of Governors of the school (Lorraine Gerrard chair@coleridgeprimary.net) who will respond within 20 school term days in writing after investigating the concern.

Stage 3: If the complainant is not satisfied with the response of the investigator, she/he may request that the complaint be considered by the Complaints Panel of the Governing Body which will comprise three governors who have not previously been directly involved in the matter. That request must be in writing, addressed to the Clerk to the Governors, Helen Holloway Helen.Holloway@haringeyeducationpartnership.co.uk within 20 school days of the response being sent to the complainant from the Chair of Governors and must set out briefly the reasons why the complainant is dissatisfied with the response.

The Complaints panel: Copies of all the relevant documentation will be provided to the panel at least 5 days in advance of the agreed hearing date. All parties involved may be accompanied by a representative or friend and may call witnesses. The panel will have an independent clerk. A hearing is not a court case and should be conducted in an informal way enabling all parties to feel comfortable and present their case. The panel will ask all parties to present their case and may ask questions. Following on from the hearing the panel will withdraw to make a decision on the findings and make recommendations of how to move forward. These will be put in writing within 10 school days of the panel meeting and copied to all parties involved.

The school follows the "Best Practice Advice for School Complaints Procedures 2019", published by the DFE.

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