

Summary Sheet for Parents/Carers on Moorlands Federation Complaints Procedure:

The Governors have drawn up a full Complaints Policy in the belief that it is important that parents and others are clear about the procedures to be followed in making a complaint and with the assurance that any complainant will be dealt with sympathetically and speedily.

The procedures agreed are in line with advice given by the Local Authority.

We appreciate that the Policy is lengthy and have therefore produced this summary. Please refer to the full Policy should you require further information. If at any point you have any questions about the procedure please contact the school office in the first instance.

Please note that there are *separate procedures* for the following four areas, which the Governing Body must follow. In the event that you wish to complain about one of the areas, a copy of the procedures to be followed can be obtained from the Chair of Governors.

1. The Curriculum under Section 409 of the Education Act 1996. The areas covered by Section 409 include

- *the provision of the school's curriculum, including Religious Education and Worship*
- *National Curriculum and National Curriculum Assessment*
- *applications for exemption or temporary withdrawal from the National Curriculum*
- *operation of charging policies in relation to the curriculum*
- *provision of information to parents about the curriculum*

2. School Admissions

3. Children's Special Educational Needs.

4. The Exclusion of children.

In all other situations the school will follow the procedure set out in our Complaints Policy and summarised below:

Our Complaints Procedure

We recognise that there may be times when misunderstandings arise, you are concerned about aspects of your child's progress or you may be unhappy about a particular event or activity which you have heard has taken place. In any event it is important you do not keep a problem or concern to yourself but approach the school.

Before making a complaint, we would suggest that you are clear about your concern.

The first point of contact for a specific concern should always be the appropriate teacher. If you are not sure who is most appropriate, explain your concern to your child's class teacher, who will be able to suggest whom it is best to speak to.

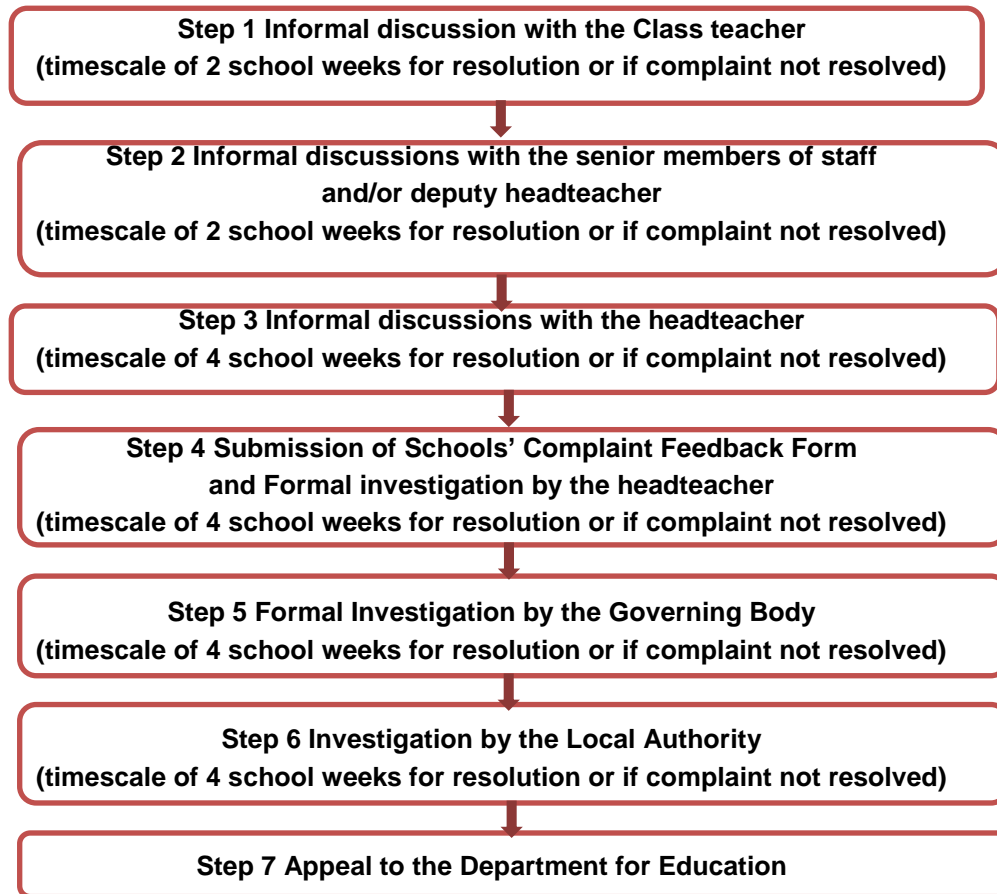
It is preferable if you can agree a time and place to discuss your concerns in peace and quiet rather than at a time when the teacher concerned is possibly surrounded by other children and/or parents. This could be a telephone conversation at an agreed time

We would expect most problems to be sorted out in this informal way by a frank and open discussion, free from distraction.

Please remember that all members of staff wish to help reassure you by listening to you and helping you meet with the most appropriate person. This stage of the procedure should normally be completed within two weeks.

If your complaint is not resolved in this way then we would ask that you follow the procedure summarised in the below flow charts, asking that you use our Complaints Feedback Form (a copy of which can be obtained from the school office) where indicated.

FLOW CHART FOR THE PROCEDURE TO BE USED WHEN THE HEADTEACHER IS NOT THE SUBJECT OF THE COMPLAINT



FLOW CHART FOR THE PROCEDURE TO BE USED WHEN THE HEADTEACHER IS PART OF OR THE SUBJECT OF THE COMPLAINT

