

## What happens if you're not happy with the outcome?

If a complaint has been completed via the local procedures and the person making the complaint remains dissatisfied, they have a right to refer their complaint to the Secretary of State for Education. However, the Secretary of State will only intervene where the Governing Body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

The School Complaints Unit (SCU) considers complaints relating to maintained school on behalf of the Secretary of State. The SCU will look at whether the complaints policy and other relevant statutory policies were adhered to. However, the SCU will not normally re-investigate the complaint and will not overturn the school's decision except in exceptional circumstances.

Further information can be obtained from the SCU by calling the National Helpline on 0370 000 2288 or by writing to the:

School Complaints Unit Piccadilly Gate Department for Education Store Street Manchester, M1 2WD

The Local Authority (Essex County Council) has no powers to intervene in complaints against schools. You can complain to Ofsted if you think a school isn't run properly and needs inspecting. They won't look into problems with individual pupils, e.g. exclusions or not getting a place at the school.

Full Complaints policy can be found on our website.



## The Fritch Green Academy

### Concerns & Complaints

**What to do if you're worried about your child's progress at wellbeing at school**



**Remember: It's good to talk first – we're here to listen!**

## Voicing your concern

From time to time, parents and carers may have concerns about their child's education and/or wellbeing at school. Quite often this is due to a misunderstanding about school policy or practice. Sometimes a child may be behaving unusually at home or at school and/or expressing their own concerns. Whatever the situation, we would encourage you, and/or your child, to talk to us about it at the earliest opportunity so that we can help sort out the problem.

If it's your child's academic progress or an issue around your child's wellbeing (for example, bullying or other anxiety), that you wish to speak to us about, please make an appointment, through the school office via telephone, email or in person, to see the appropriate teacher in the first instance.

## Dealing with your concern or complaint

Our full Complaints Policy and Procedure is set out in a separate document which you can view on the school website [www.theflitchgreenacademy.co.uk](http://www.theflitchgreenacademy.co.uk) or you can request a copy from the school office. Included in this policy is how the school manages serial and persistent complaints. This leaflet is a summary of how the procedure operates so that you have a quick overview of how we can help you.

The majority of concerns from parents, carers and others are managed under the following general procedure. It's in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to follow formal procedures. We take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

The procedure is divided into three stages:

Stage 1 aims to resolve the concern through informal contact at the appropriate level in school, it is to be hoped that most concerns can be expressed and resolved on an informal basis.

Concerns should be raised with either the class teacher, Leadership team or Principal.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent

them from considering complaints at Stage 3 of the procedure. (This includes messaging service)/

Stage 2 is the first formal stage, Formal complaints must be made to the Principal (unless they are about the Principal), via the school office. This may be done in person or in writing (preferably on the Complaint Form).

The Principal will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 3 school days.

Within this response, the principal will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Principal can consider whether a face-to-face meeting is the most appropriate way of doing this.

Stage 3 involves a complaints review panel of governors, who will review how your complaint has been handled and the outcome and decisions so far. Please note that this procedure doesn't include complaints about the personal conduct of members of the school staff, teaching or non-teaching, as these are handled under confidential arrangements in line with employment law. If you're concerned about the conduct of any member of staff other than the Principal, you should write to the Principal. If your concern is about the personal conduct of the Principal, please write to the Chair of Governors c/o the school office.

If the school has completed its procedures but you remain dissatisfied with the outcome, you have a right to refer your complaint to the Secretary of State for Education.

We aim to acknowledge concerns and complaints within three working days of receipt and to respond fully, or with a holding reply, within 15 working days. It is not usually possible to deal with complaints during school holiday periods when the school is closed. The aim throughout is to resolve any concerns, anxieties, misunderstandings or complaints as soon as possible in the interests of all concerned, but especially of the good of your child.