



Information for Parents on how to comment or complain

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 helpful 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 complaint will be dealt with honestly, politely and in confidence
- Your 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

Edwinstree Middle School
Norfolk Road, Buntingford, Herts SG9 9AW
Tel: 01763-271446
Email: admin@edwinstree.herts.sch.uk

Reviewed: January 2020
Next Review: January 2022

How to 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) to the Headteacher. 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 don't 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, such as the Special Educational Needs Co-ordinator (SENCo) if it is about Special Needs.

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. 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. All responses should be with you within 10 days of receipt.

Second

If you are not satisfied, you can complain formally to the Chair of Governors by completing the complaint form available on our website or by contacting the school office. Address the form to the Chair of Governors, the school secretary will tell you who this is and pass on any written correspondence, or you can contact him via email on:

chairgb@edwinstree.herts.sch.uk

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

If you are still not happy, there are a few different routes to take, depending on what your complaint is about:

- **Special Educational Needs:** If your complaint is about SEN and you have gone through the school complaints process, you can complain further to the Council. This should be done by writing to the Complaints Manager in the Customer Service Team at the address on the back page.
- **Bullying or the National Curriculum** - you can complain to the Department for Education
- **Denominational Religious Education or Collective Worship** – you can complain to the relevant authority

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 Local Authority is under any obligation to investigate or progress your complaint any further.

Complaint Form

Please complete and return to the School Office who will acknowledge receipt and pass to a senior member of staff.

Your name:	
Student's name:	
Your relationship to the Student:	
Address: Postcode: Day time telephone number: Evening telephone number:	
Please give details of your complaint.	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Letter to Complaints Team informing about a complaint concerning SEN

Complaints Team
Customer Service Team
County Hall
Hertford
SG13 8DF

Useful contacts

Advisory Centre for Education (ACE)

1C Aberdeen Studios, 22 Highbury Grove, London, N5 2EA

Free Advice Line 2-5pm, Monday to Friday

Web: www.ace-ed.org.uk

Email: enquiries@ace-ed.org.uk

Phone: **0808 800 5793**

Children's Legal Centre

University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ

Free Advice Service, 2-5pm

Web: www.childrenslegalcentre.com

Email: clc@essex.ac.uk

Phone: **01206 873820**

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

Phone: **01992 555847**

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:

- **Irene Holland - 01462 634488**
(Stevenage/Hitchin/Letchworth/Baldock/villages)
- **Dawn Owen - 01920 411152**
(Hertford/Ware/Bishops Stortford/Waltham Cross/Hatfield/WGC/villages)
- **Kären Edwards - 01442 453316**
(Watford/Rickmansworth/Potters Bar/Borehamwood/villages)
- **Helena Marks - 01442 217143**
(St Albans/Hemel Hempstead/Tring/Harpenden/Berkhamsted/villages)

ParentlinePlus

520 Highgate Studios

53-79 Highgate Road

Kentish Town

London, NW5 1TL

Web: www.parentlineplus.org.uk

Phone: **0808 800 222**