

Useful contacts:

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Hazelwood Schools: 020 8882 3216

Chair of Governors: leave a note or telephone message at the school office. Mail for the Chair of Governors is not opened by school staff. You may alternatively send mail for the Chair of Governors to "Governor Support Services" at Enfield Council (address below).

Enfield Council:

PO Box 56
Civic Centre
Silver Street
Enfield
EN1 3XQ

www.enfield.gov.uk Tel: 020 8379 1000

Information for parents on a variety of subjects, including complaints, can be found at

<http://www.direct.gov.uk/Parents/fs/en>

<http://www.parentscentre.gov.uk>

<http://www.ofsted.gov.uk>

Hazelwood Schools

Expressing concerns - Making a complaint

Hazelwood Schools take concerns seriously and will work with parents and children to try to resolve them. Most matters can be resolved informally through discussions with your child's Class Teacher, or maybe the Headteacher or Deputy Headteacher. However there are occasions when parents feel they want to pursue an issue further. The schools have a formal complaints' policy for such situations.

We hope you will find this leaflet helpful. If you have any questions about the policy, please do not hesitate to speak the Headteacher or leave a note for the Chair of the Governing body who will then contact you.

Making a complaint about Hazelwood Schools

Your
questions
answered

1. How do I make a complaint about a school?

The Headteacher and Governing Body are responsible for dealing with complaints about the schools.

If you have a concern about something that is happening at school, or your child's learning, you should first make an appointment to meet with a member of staff at the school to see whether the issue you are concerned about can be resolved informally. Most issues and concerns can be sorted out by sitting down and discussing them.

If there is something you are concerned about, please speak to a member of staff sooner rather than later. It is preferable to resolve issues as soon as they develop if possible, and the school will want to work with you with this in mind. Your child's Class Teacher is probably the best person to talk to first. Because teachers need to get the children into classrooms at the start of the day, it is best to try to speak to the teacher at the end of the day, unless the matter is urgent.

If the Class Teacher can't help with your concern, or you are not satisfied with their response, you can talk to the Headteacher.

If you're not satisfied after discussing your concerns with the Headteacher, the schools have a complaints procedure. Please ask at the school office if you would like a copy.

2. Can I have some help with raising my concerns, or be represented by someone else?

Yes. You might want to involve a friend or relative or someone else to help or represent you. There are voluntary agencies in Enfield who may be able to provide you with help or support. If you want to find out more about this, you should contact the Council. (Tel 020 8379 1000)

3. I've had a meeting with the headteacher, but I'm still not happy. What should I do next?

You will need to put your complaint in writing to the Headteacher, telling them why you are not happy with what has been done so far. This is Stage 1 of the complaint procedure.

4. I've written to the headteacher but haven't heard anything back in writing from them. What should I do?

You can contact the Headteacher to ask how long it will take for their response to be sent to you. (You will usually receive an acknowledgement within three school days that your letter has been received. A full reply may take longer.)

5. The headteacher has written to me responding to my complaint. I'm still not happy. Will the Council take up my complaint?

The Headteacher and governors are responsible for the management of the schools so they need to respond to your complaint. The Local Authority can't take up your complaint as it must go through the schools complaints' procedure. You can write to the Chair of Governors and leave the letter at the school office, or send it care of Governor Support Services at the Council. The Chair of the Governing Body may

offer to meet with you to see whether the matter can be resolved in this way. Otherwise the complaint moves into stage 2 of the complaints' process, which is more formal.

6. What do the governors do at Stage 2?

The Chair of Governors will set up a complaints' panel and you will be invited to put your case. The Headteacher will also attend. The governors (they will have no prior involvement) will ensure fair conduct. Everyone will have access to the same information, and will be able to present their views. The panel will consider all information and come to a conclusion about your complaint.

7. If I go to a panel meeting, can I take someone with me?

Yes. You might want to involve a friend or relative, someone from a voluntary agency, or a local councillor.

You can find out who your Ward Councillor is on the Council's website or by phoning the Council (Tel 020 8379 1000).

8. What happens after the panel meeting?

After the panel meeting the Governors will write to everyone concerned to let them know the outcome.

9. The governors at the school have considered my complaint but I'm still not happy. What should I do next?

After the Governors have dealt with your complaint, if you are still unhappy with the decision that was taken, you can contact the Education, Children's Services and Leisure Department's Customer Relations Manager for advice on what to do next. Once the schools' complaints procedure has been exhausted, the Council can review your complaint to consider whether the Governing Body of the schools has followed the procedure properly.

The Council cannot reinvestigate your complaint though.

Finally, if you feel that the Governing Body or Local Authority has acted unreasonably, you can also consider complaining to the Secretary of State for Education.

A full version of London Borough of Enfield and Hazelwood Schools Complaints' Policy is available in the school office.