

## **Compliments**

Everyone involved with our school works very hard to ensure that the children have the best possible experiences and opportunities. Compliments about something we have done are always invited and very encouraging to all staff. The school welcomes feedback or opinions from pupils and parents.

On a day to day basis we aim to have a continuous dialogue between parents, carers and staff. There is also the opportunity for parents and carers to formally record opinions about our school on our regular parent/family surveys published by our Governing Body and also on Ofsted's Parent view site [www.parentview.ofsted.gov.uk](http://www.parentview.ofsted.gov.uk).

It may not always be possible for us to acknowledge these comments immediately, but they are greatly appreciated so please don't hold back.

## **Concerns**

It is perfectly normal for parents to occasionally be concerned about an aspect of their child's education or welfare at school. This could include issues concerning the school's approach to aspects of the curriculum, home learning, behavioural concerns or any other issue.

Our school welcomes enquiries from parents about any matter. Teachers and staff will explain the school practices, policies, and how they affect the pupils. The vast majority of concerns will be handled by the class teacher and we will encourage you to contact them in the first instance.

If in doubt, keep asking until you are completely satisfied as all staff are eager to help. Be assured that no matter what you tell us, our support and respect for you and your child will not be affected in any way. If you have a concern please let us know as soon as possible as it is difficult for us to properly investigate an incident or problem which happened some time ago. Class teachers are usually available for a quick word after school each day. If you would like the opportunity for a longer discussion, please contact the office to arrange a mutually convenient appointment. At all times the staff will help to resolve a problem. If occasionally parents feel they must state their concern formally, this is not a problem. The school has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

## **Social Media**

In order for complaints to be resolved as quickly and fairly as possible, Fawbert & Barnard Infants' School requests the complainants do not discuss complaints publically via social media such as WhatsApp, Facebook, Instagram and Twitter. Complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

## **Complaints**

The school has comprehensive complaints procedures in place. The procedure is again to speak to the child's class teacher in the first instance, or contact the school office to arrange an appointment to discuss your complaint with whoever you wish.

The school's policy is to follow the Local Authority (Hertfordshire County Council) guidelines when handling concerns and complaints. Just ask if you would like advice about this, or a copy of the full complaints procedure from the school office. It would be unusual to deviate from these procedures but the school always retains discretion in these matters. In summary, the nationally accepted procedure is divided into three stages and is to be followed consecutively:

**Stage 1: aims to resolve the concern through informal contact at the appropriate level in school.**

Most concerns are resolved quickly by speaking with the child's class teacher. If it is felt that the concern should be brought to the Headteacher's attention, then an appointment can be made with them by contacting the school office. Every effort is made to remedy concerns and complaints informally.

**Stage 2: is the first formal stage** where written complaints are considered by the Headteacher or a designated governor, who has the responsibility for dealing with complaints. Assistance with written complaints is available from the school office.

**Stage 3: involves a complaints review panel of governors.** Such a panel may be offered at the discretion of the Chair of Governors. Beyond the governing body, the final recourse for a complainant is to the Local Authority (Hertfordshire County Council). Details about how to do this are contained on the Council's website and help is available in the office if you would like advice about the procedure, or a full copy of it. The Local Authority will ensure that every avenue has been explored within the school before they intervene in a situation.

All staff are familiar with these guidelines and have a duty to help parents needing advice. Please don't feel you are making a fuss; your child's well-being and happiness is important to us.

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**Lee Wells**