

Where there are other ways of appealing or complaining you will be given advice about what to do. These are some examples of when there are other procedures:

#### Admission to Schools

Guidance notes are issued to parents wishing to appeal against a decision not to give their child a place at the parents' preferred school.

#### Suspension or Exclusion of Pupils from School

The letter sent by the Headteacher will explain the rights of appeal.

#### Additional Educational Provision

##### [Special needs]

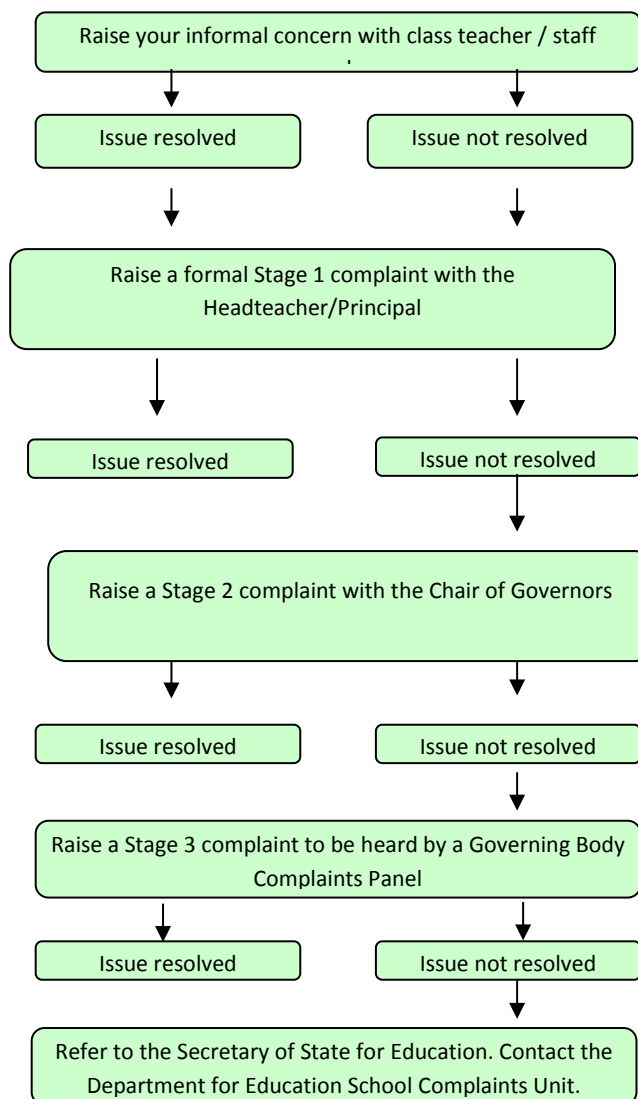
Information and guidance notes about appeal procedures are available to parents in a separate booklet.

#### School Re-organisation Proposals

Public notices are issued giving details of when a new school is proposed or proposals for an existing school to be closed or amalgamated.

The notices will explain how individuals can express their views.

### DIAGRAM OF THE PROCEDURE



# Leicester City Council

## Complaints Procedure for Schools in the City of Leicester

### Guidance for Parents and Others

EDUCATION AND CHILDREN'S SERVICES

## INTRODUCTION TO THE PROCEDURE

Most parents enjoy a good relationship with the Headteacher and staff at their child's school, and schools and teachers work hard to keep parents informed about school policies and their child's work. However there may be times when this does not work and parents want to raise matters with the school.

Concerns and complaints dealt with directly by schools may include matters such as:

- Bullying
- Discipline
- School outings
- Uniform

This leaflet tells parents and members of the public how to raise concerns or make complaints about Leicester City Schools and Colleges.

## AIMS OF THE PROCEDURE

- To encourage informal resolution of problems wherever possible
- To ensure that people raising concerns and complaints are treated fairly, equally and consistently
- To be easily accessible, simple to understand, impartial and non-adversarial
- To ensure that concerns and complaints are dealt with swiftly within stated time-limits
- To ensure a full and fair investigation by an independent person where necessary
- To ensure all issues raised are addressed, and to provide an effective response and appropriate solution where necessary
- To provide information to improve services and raise standards in schools

The following stages describe what you should do in these circumstances. At each stage, if you remain dissatisfied or if the complaint is about the person dealing with the complaint, you should proceed to the next stage in the procedure.

## INFORMAL CONCERNS

Concerns should initially be raised informally with your child's class teacher or the staff member delivering the service you have concerns about.

Wherever possible the class teacher/staff member will respond to your concern immediately or, if this is not possible, will look into your concern and respond within 5 working days.

## FORMAL COMPLAINTS PROCEDURE

It is advisable at each stage to make an appointment so that the matter can be discussed fully. Alternatively, you may put your complaint in writing.

### STAGE 1 – HEADTEACHER/PRINCIPAL

Raise your complaint with the Headteacher/Principal, who will investigate and respond to you within 10 working days.

### STAGE 2 – CHAIR OF GOVERNORS

Write a letter addressed to the Chair of Governors and hand it in to the school office. The Chair will investigate your complaint and respond to you within 10 working days.

### STAGE 3 – GOVERNING BODY COMPLAINTS PANEL

You should put your complaint in writing to the Clerk to the Governors via the school office. You will then be contacted to tell you what arrangements have been made for your complaint to be considered.

A Panel meeting will be held within 15 days, and you will be invited to attend to put your side of the matter.

The Panel will consider your complaint and respond to you within 5 working days.

## STAGE 4 – SECRETARY OF STATE FOR EDUCATION

Where you remain dissatisfied you can complain to the Secretary of State for Education if you feel that the school Governing Body has acted unreasonably. Contact the School Complaints Unit on **0370 000 2288** or online at: [www.education.gov.uk/help/contactus](http://www.education.gov.uk/help/contactus)

## OFSTED

OFSTED will consider complaints about a school as a whole but it will not investigate about an individual child. Advice and guidance can be obtained from their helpdesk on 08456 40 40 45.

## COMPLAINTS SUPPORT SERVICE

We know that some parents find making a complaint daunting or difficult. If you need help preparing your complaint, contact the Client Services Team at: Client Services  
Leicester City Council  
Ground Floor, 16, New Walk  
Leicester  
LE1 6UB

Telephone: 0116 454 1009 (Option 4)

Please note that the service does not include acting on your behalf or representing you.