



County Bridge Primary School

COMPLAINTS PROCEDURE

Concerns about the school

If you have a concern the school would like to hear about it.

- You can be assured that whatever the nature of your concern, the school's support for your child will not change in any way. All concerns will be properly considered.
- A school should be informed about a concern as soon as possible, so that it can be investigated.

Many concerns can be quickly resolved with goodwill, often by making early contact with the class teacher.

While you cannot always expect a school to agree with your point of view, your concerns will be properly considered and if there are lessons to be learned which will prevent a problem arising again, then the school will take action.

Your role as a parent or carer, and your views, are important. Walsall Children's Services and Walsall schools are committed to listening to, and working with, parents and carers.

How to make a complaint

1. Informal stage

Most complaints will be dealt with directly by the school.

If you have a concern, it is likely that you will have already raised this with a member of school staff. If you have not already done so, then you should contact the following:

Mrs R Patel Headteacher

Mrs. F Snowball Deputy Headteacher. .

Depending on the seriousness of your complaint, the following information would be helpful:

- A note of the time and dates of any incidents
- The names of any witnesses

Once sufficient information is to hand, your complaint will be investigated informally. You will receive a response, which at this stage may be verbal, or may be in writing. You may be invited to a meeting to further discuss your concerns, and to see if a quick resolution is possible. Most complaints will be dealt with in this way.

If your complaint is about the conduct of the Head teacher and cannot be resolved informally then you should contact the Chair of School Governors, Mr R Duckers via the school.

2. Formal stage

When the Informal Stage has been completed, if you are still unhappy you may wish to make a formal complaint.

To do so, you should write to the school, care of the Head teacher. If necessary, your complaint will be passed to the Chair of School Governors and you may, at this point, be asked for further information. The school governing body has a duty to consider all aspects of a complaint and to decide what action, if any, needs to be taken.

You will receive a response to your complaint from the school.

3. What if I am still concerned?

Your complaint will have been dealt with impartially by the school and its governors who have a duty in which to act properly. For all practical purposes the governing body is the last step in the procedure.

If you are unhappy about the way in which the complaint has been handled (as opposed to its outcome) you may wish to contact the Local Government Ombudsman or the Secretary of State for Education and Skills.

If genuinely fresh information to support your complaint comes to light, you should refer back to the Informal Stage.

4. Who else can help?

If your complaint is of a general nature or is about matters for which Walsall Children's Services has responsibility such as Special Educational Needs, National Curriculum or Admissions, please contact us direct. We will always do our best to resolve any issue you may have. See our details at the bottom of this page.

If you have concerns about collective worship or spiritual matters, in the case of schools of a denominational nature, you may wish to contact the relevant body - the school can give you the contact details.

You may wish to discuss your complaint with one of your local Councillors.

If you still wish to take the matter further you should contact The Chief Executive at Walsall Council:

Walsall Council
The Civic Centre
Darwall Street
Walsall WS1 1DQ

Telephone 01922 650000
Fax 01922 722322