

# Information for Parents



## 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

### 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). 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. If the first person you talk to cannot help you then speak to the Headteacher. 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.

## **Second**

If you are not satisfied you can complain formally by filling in a form, which is available from 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. 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**

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about **Special Educational Needs**, you can complain further to the Local Authority. This should be done by writing to the Complaints Manager in the Customer Service Team at the address on the back page.

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.

Headteacher: Miss S Gilliver  
**Windermere Primary School**  
[www.windermere.herts.sch.uk](http://www.windermere.herts.sch.uk)  
01727 851176

## Useful contacts

### Chair of Governors

Mrs Joanne Perry

The secretary at school will pass on any written correspondence.

Email: [chair@windermere.herts.sch.uk](mailto:chair@windermere.herts.sch.uk)

### ACE Education

72 Durnsford Road

London

N11 2EJ

Web: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

Email: [enquiries@ace-ed.org.uk](mailto:enquiries@ace-ed.org.uk)

Phone: **0300 0115 142**

### Coram Children's Legal Centre

Wellington House

4<sup>th</sup> Floor, 90-92 Butt Road

Colchester

Essex

CO3 3DA

Web: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Email: [info@coramclc.org.uk](mailto:info@coramclc.org.uk)

### SENDIASS (Special Educational Needs)

County Hall

Pegs Lane

Hertford

SG13 8DQ

Web: [www.hertssendiass.org.uk](http://www.hertssendiass.org.uk)

Email: [info@hertssendiass.org.uk](mailto:info@hertssendiass.org.uk)

Phone: **01992 555847**

Hertfordshire SENDIASS is an impartial Special Educational Needs and Disability Information, Advice and Support Service. They support children, young people with special educational needs and/or disability (SEND) aged 0 to 25 years and their parents on issues relating to SEND. They provide free, confidential and impartial information, advice and support through a helpline service, online resources, at events and workshops as well as through individual casework.

### Family Lives

15-17 The Broadway

Hatfield

AL9 5HZ

Web: [www.familylives.org.uk](http://www.familylives.org.uk)

Email: [askus@familylives.org.uk](mailto:askus@familylives.org.uk)

Phone: **0808 800 2222**