

Complaints about things that happen at school

Advice for parents

- **How do I raise my concerns about something that has happened at my child's school?**

Firstly, we would advise you to 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 as most things can be sorted out this way. The school will advise you who the best person to speak to is.

- **I've spoken to a member of staff and the problem hasn't been resolved. What should I do next?**

If the matter can't be resolved informally you may wish to make a complaint to the school. Head Teachers and Governing Bodies are responsible for dealing with complaints about their school. All schools have a complaints procedure and the school should be able to provide you with a copy. The School's complaint procedure will set out the stages your complaint will go through and will tell you what you need to do. Usually you will need to put your complaint in writing and the Head Teacher or Chair of Governors will consider and respond to your complaint first. Then if the matter still isn't resolved a panel of Governors who haven't been involved in your complaint will meet to consider your complaint. The school's own complaint procedure should give full details.

- **Will the council take up my complaint?**

No. The Head Teacher and Governors are responsible for the management of the school so they need to respond to your complaint. Everyone involved should follow the school's complaint procedure. The council does have a procedure for complaints about the curriculum or collective worship in a school but all other complaints must go through the school's own procedure.

- **Can I have some help with making my complaint or be represented by someone else?**

Yes. You might want to involve a friend or relative or a local Councillor. You can find out who your Ward Councillor is on the council's website at www.enfield.gov.uk or by contacting the council's Customer Service Centre.

- **The school's complaint procedure has been followed and is now exhausted, but I'm still not happy. What should I do next?**

If you feel that the Governing Body has acted unreasonably, you can consider complaining to the Secretary of State for Education and in some circumstances Ofsted may consider a complaint about a school.

Advice for parents about making a complaint to the Secretary of State or Ofsted can be found in the *Your Child's Welfare at School* section on the Gov.uk website at

<https://www.gov.uk/complain-about-school>