The Parliament Federation
Complaints Procedure for Parents and Carers

Introduction

In the Parliament Federation, all staff are dedicated to giving all children the best possible education, caring for their health, safety and welfare at all times. We are committed to working closely with parents and carers, and believe that schools and parents/carers must work together in partnership, each carrying out their own particular responsibilities to help pupils gain the most from their time in school.

If you feel that something is not going quite as you would like it to, that we are doing something that you are unhappy with, or not doing something that you feel we should, please tell us about it.

The first step:

Please arrange to discuss any concerns with your child’s class teacher, or with the particular teacher concerned. Most problems can be sorted out this way.

The second step:

If, after speaking to your child’s teacher, you do not feel that your complaint has been dealt with properly, or if your concern is about the conduct of a particular teacher, then you should discuss the matter with that teacher’s manager. At Kirton Primary School, this is either the Assistant Headteacher with responsibility for Nursery and Reception, the Assistant Headteacher with responsibility for Key Stage 1 or the Assistant Headteacher with responsibility for Key Stage 2. At Boston Nursery School, this is the Head of School for the Nursery. Should your complaint be specifically about the support the school is providing for your child with regards to special educational needs, you should discuss the matter with the Special Educational Needs Coordinator (SENDCo).

The third step:

If you are still unhappy about the situation, you should raise the matter with either the Business Manager, the Deputy Head of School at Kirton Primary School or the Head of School at Kirton Primary School. Occasionally, a member of the Senior Leadership Team may become involved in your complaint before the third step. This does not alter the progression of your complaint, which will be dealt with by another member of staff on the step you have reached.
Please ask at the office if you are unsure about to whom to address your concern. You may also make a request for an appointment with a member of staff through the office.

In almost all cases, we can sort things out satisfactorily in this way.

The fourth step:

You should make a formal, written complaint to the Executive Headteacher, unless the complaint is about the conduct of the Executive Headteacher. If, for some reason, you do not feel able to do this, you should contact the Clerk to the Governors, via the school, who will record your complaint as a statement for you to sign. You should then receive a written response. Please send your written complaint to the Executive Headteacher at Kirton Primary School.

Taking matters further:

If your complaint is about the conduct of the Executive Headteacher, or if you are dissatisfied with the response to your formal letter/statement of complaint, you will need to contact the Governors of the Parliament Federation. You should send written details of your complaint with any correspondence and evidence to support your complaint (this must include evidence that you have followed the procedure outlined above) to the Clerk to the Governors at the address of Kirton Primary School. It is important that you include a clear statement of the actions you would like the school to take to resolve your concern.

If, for some reason, you do not feel able to do this, you should contact the Clerk to the Governors, via the school, who will record your complaint as a statement for you to sign. The Clerk will not be able to assist you with the gathering of evidence.

Please note: your request that Governors consider your complaint should be made within 10 days of receiving a written response from the Executive Headteacher.

The Governors will investigate your complaint and write to advise you of the outcome.

The final stage:

The decision of the Governors is normally final; however, if you are dissatisfied with the Governors’ response, you may be able to take your complaint to a final stage, an external body.

For certain complaints about schools maintained by the Local Authority, parents may write to the Secretary of State for Education. You must do this in writing to:
You should be aware that the Secretary of State for Education will usually only consider a complaint once a school’s internal processes have been exhausted. For the Secretary of State to intervene in a matter, he/she would also need to be sure that either:

- the school has acted, or proposes to act, unreasonably in the exercise or performance of its functions under certain legislation;
- the school has failed to carry out a duty at all under certain legislation.

Please note that, unless your complaint is about the Governors’ response or lack of response, your complaint will generally have to be considered first by the Governing Body of the Federation.

Any complaint should be made within three months of a concern becoming apparent.