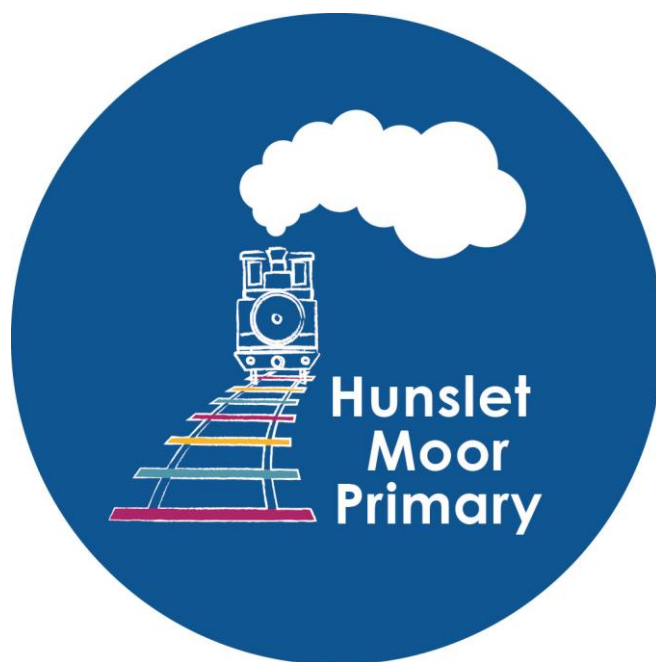


Hunslet Moor Primary School

**COMPLAINTS PROCEDURE
2023/24**

**Headteacher:
Miss Hannah Darley**

School Tel no: (0113) 2717257



A GUIDE FOR PARENTS/CARERS

Our aims:

At Hunslet Moor Primary School we believe that every child has the right to the very best educational experience.

This leaflet has been written to help Parents and Carers to understand their rights and know how to get support if they need it.

Rights and Responsibilities

Every child and Parent or Carer has the right to:

- Expect the best from their educational experience
- Be heard when they want to talk about something
- Ask questions about what happens in School

We all have a responsibility to:

- Listen to each other and keep an open mind
- Treat other people with respect
- Share our thoughts in a calm voice
- Get to know each other and build positive relationships so that we can work well together for our children

What is a complaint?

Sometimes things happen which make children or parents unhappy. It is important the parents/carers feel able to raise concerns.

In most cases, concerns and complaints can be resolved by talking to staff at the School. However there may be times when parents may wish to raise a more formal complaint.

Complaints which concern our pupils with additional needs would be handled following the same procedure with input from our SENDCO. We can also signpost to other organisations who can offer advice and support.

If your complaint relates to a Statutory assessment of Special Educational Needs (SEN) this would be handled by the Contact Leeds City Council Complex Needs Service. They can be contacted on 0113 395 1030.

How to raise a concern or make a complaint

It is important to follow this system to make sure your concerns can be followed up properly.

1. Tell a member of staff in school (Informal Stage)

Speak to somebody in School about any concerns you may have. We welcome any thoughts from you and will be happy to answer any questions. A Class Teacher may ask you to come back after School when they are not teaching the class but will speak to you within 10 working days.

2. Write to the Headteacher (Formal Stage One)

If you choose to write to the Headteacher, you can expect a response within 3 working days (from when the Headteacher receives the letter). This will explain how your concern will be dealt with or investigated. You will get a full response within 15 school days and any delays will be communicated with you. The full response will outline how the investigation was carried out and any decisions reached. Some information may be confidential and will not be shared. This is to protect the professional rights of all staff and at all times maintain good working relationships with our community.

3. Appeal to panel of Governors (Formal Stage Two)

If parents are not satisfied with the response from the Headteacher at Stage One they may write to the Chair of Governors. This must be done within 10 school days of receiving their response from the Headteacher.

The governing panel will meet within 20 days of receiving the complaint and set a date for the appeal hearing. They will look at how the complaint was investigated and handled by the School. The decision of the panel is final and will be shared in writing with the Headteacher and the person making the complaint within 3 school days.

What if I feel my complaint has not been dealt with fairly?

You may ask the Local Education Authority to examine the process that has been followed.

A further stage of appeal can be taken to the Secretary of State for Education and Skills, but only on the grounds that the governing body or local Education Authority is acting or proposing to act unreasonable or illegally.

Support for Parents and Carers

You may be accompanied by a friend or relative to speak on your behalf or help present your case.

Full complaints Procedure

A full copy of the Complaints Procedure is available in School. Please feel welcome to ask at the School Office for a copy.

Please let us know if you would like this leaflet translating and we will do our very best to help.

Working together achieves more

By working together we can make sure that your child gets the best education!

Useful Contacts

Our School

Hunslet Moor Primary School

Fairford Avenue

Leeds

LS11 5EL

Tel: 0113 271 7257

Headteacher – Miss Hannah Darley

Chair of Governors - Ms. Emma Marshall

Designated Governor for Complaints: Mrs Minnie Rahman

Our Local Education Authority

10th Floor West

110 Merrion Centre

Leeds

LS2 8DT

Tel: 0113 222 4414