

We care about what you think.

Each day our school makes many decisions and tries hard to do the best for all of the children.

Your comments, whether positive or negative, are helpful for future planning.

You may want to talk to us about a particular aspect of the school which is not a complaint.

Whatever it is please use the complaint form available from the school office and let us know your views.

If you are dissatisfied about the way your child is being treated, or lack of action taken by us, please feel able to express your point of view politely.

When expressing your point of view our staff have a right to be spoken to in a polite and calm manner.

If any parent insists on using aggressive/insulting language they will be asked to leave the premises and express their complaint in writing.

Our Promise to You

- ◆ 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 informed of how we will put things right.
- ◆ You will receive a clear and written response to any formal complaint within 28 school days (5 ½ weeks).

Pixmore Junior School

Head teacher: Mrs. Alex Evans Chair
of Governors: Mrs. Tina Dickens
Tel: 01462 620555
Email: admin@pixmore.herts.sch.uk



How we manage
concerns and
complaints at
Pixmore School

How to Make a Complaint

Step 1

If you have any concerns, or if you wish to make a complaint you can do this by telephone, in person or in writing.

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 that you are not happy about or just don't understand, please come into school and discuss your concerns with the class teacher, other appropriate member of staff, or SENCo if it is about Special Educational Needs.

Step 2

If any of these members of staff cannot help you, then please make an appointment to speak with the Head Teacher. All complaints not resolved with the class teacher/SENCo need to be addressed to the Head Teacher.

Step 3

If you are not satisfied with any of the above then you can complain formally by filling in a form which is available from the school office.

The completed form should be sent to the Chair of Governors, the school secretary will tell you who the Chair is.

The Chair will then arrange for your complaint to be investigated and considered within 28 school days (5 ½ weeks).

When the complaint has been investigated you will be told the outcome in writing.

Step 4

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them.

However, a small number of complaints cannot be resolved by this process.

In the case of complaints about Special Educational Needs, the National Curriculum or Collective Worship in LEA maintained school you can complain to the Children's Services Complaints Officer.

Home/School Agreement

We expect that parents will:-

- Attend meetings and respond to correspondence regarding their child
- Work with the school to ensure their child behaves well
- Support the authority and discipline of the school and show respect to all members of the school community
- Ensure their child attends school regularly, arrives on time, refreshed (having had a breakfast), alert and suitably dressed.
- Take an active and supportive interest in their child's work and progress.
- Assist and encourage their child in their homework making sure they have the equipment they require

Useful names and addresses

Our Chair of Governors is Mrs. Tina Dickens. You can write about your complaint to her if you wish to. The letter should be handed into the school office and we will then forward it.

ACE
Advisory Centre for Education
Education Advice and
Training
72 Durnsford Road
London N11 2EJ
www.ace-ed.org.uk
Tel : 0300 0115 142

Coram Children's Legal Centre
Riverside Office Centre
Century House North
North Station Road
Colchester
CO1 1RE
Tel: 0345 345 4345

Parent Partnership-now SENDIASS
Tel: 01992 555847
www.hertsdirect.org/parentpartnership
email: parent/partnership@hertfordshire.gov.uk

Children's Services – Education
Contact: Complaints Manager:
Tim Hood
Tel: 01992 588542
email: cs.complaints@hertfordshire.gov.uk

Family Lives
(formerly Parentline Plus)
15-17 The Broadway
Hatfield
Hertfordshire
AL9 5HZ
Tel: 0808 800 2222
www.familylives.org.uk