



Courthouse Junior School

Blenheim Road Maidenhead Berkshire SL6 5HE

Telephone: Maidenhead (01628) 626958 Fax: (01628) 671931

Email: courthouse@rbwm.org

www.courthousejunior.co.uk

Headteacher: Mr Gerry Heynes

RESPONDING TO PARENTAL CONCERNS

From time to time as a parent you may have a query or worry about an aspect of your child's schooling. This information explains the stages you can go through to resolve your concerns.

What can you do?

- First stage: discuss your concerns with your child's class teacher or head of year. Experience has shown that most difficulties can be resolved satisfactorily at this informal stage.

But, if this is not the case you will need to move on to the

- Second stage: contact the Head Teacher and ask for an appointment to discuss the matter or alternatively, put your concern in writing. The Head Teacher will look into the issues you have raised and respond once the relevant facts have been established.
- Third stage: in the unlikely event that the Head Teacher has been unable to resolve the issues to your satisfaction, write to the Chair of the Governing Body, c/o the School. The Chair or a nominated Governor will investigate and respond direct to you.
- Fourth stage: the formal complaint. Very few parental concerns reach this formal stage. A formal complaint is heard when all previous stages have been undertaken and the issue remains unresolved.

If you decide to take this formal action, you will need to write to the Governing Body, via the Clerk to the Governors, stating that you wish to make a formal complaint. The Governing Body will convene a small panel of Governors, who have not been involved previously, to look in detail at the issues you raise. You may be invited to attend a meeting to discuss your complaint. After fully considering your complaint the Governors will write to you to inform you of their decision.

For most complaints about a school the decision of the Governors is the last stage in the procedure. However, there are certain types of complaints for which a fifth stage is open to you.

- Fifth stage: The fifth stage involves contacting the Royal Borough of Windsor & Maidenhead, telephone number 01628 796000 where you will be given information on what you have to do. This stage refers only to the following aspects of school as defined under section 23 of the Education Reform Act 1988:
 - i) the content of the curriculum, including the national curriculum and religious education and worship;

- ii) temporary withdrawal of pupils from part of all of the national curriculum;
- iii) charging policies or the provision of information.

If your complaint is in this category and you have completed the first four stages in the procedure you have a right of appeal.

Other matters

If you wish to complain about the following:

- Admissions or transfers
- Exclusions
- Home to school transport
- Special Educational Needs

please telephone the Royal Borough of Windsor & Maidenhead, telephone number 01628 796000 and ask for the relevant department.

Where else can I turn?

You may wish to consider discussing your concern with one of the following:

- Royal Borough of Windsor & Maidenhead

The staff at the Town Hall, telephone number - 01628 796000 - will give you further information, or put you in contact with the appropriate person within the Education Directorate.

- The Local Government Ombudsman

The Commission for Local Administration is an independent body which will investigate complaints of maladministration against Local Authorities. The address is Millbank Tower, Millbank, London, SW1 4QP. Telephone number 020 7217 4620. The Commission has published a leaflet explaining what maladministration is and the steps necessary to pursue a complaint of maladministration.

- The Department for Education

If you feel that the unitary authority has acted unreasonably in the exercise of its powers and duties under the Education Acts or has failed to discharge such a duty, and you have already completed stages one to four of the procedure, you may write to the Secretary of State for Education who has the power to direct an authority to change its decision in cases where he considers that the authority has acted unreasonably. (Sanctuary Buildings, Great Smith Street, Westminster, London, SW1P 3BT).

Conclusion

You will see that there are a number of possible courses of action open to you if you have concerns. The unitary authority and the staff in the Education Directorate try to help all parents and act in the best interests of children.