



Information for parents

How to comment or complain

HOW TO COMMENT OR COMPLAIN

We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments – either positive or negative – are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint, to get something 'off your chest'. Whatever it is, please let us know your views.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please let us know.

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 told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 working days

How to make a comment or complaint

First

If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or other appropriate member of staff, such as the special needs co-ordinator (SENCO) if it is about special needs.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right.

If the first person you talk to cannot help you then speak to the Head Teacher. Ask the school office to make an appointment to be sure the Head Teacher is available. You can contact the school in person, by telephone, by email or in writing. We aim to inform you of the outcome of this meeting within 10 school days.

We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If this is not possible, there is a next step.

Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office. Address the form to the Chair of Governors. The school secretary will tell you who this is and can pass on any written correspondence.

The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. This is likely to involve a Panel of Governors.

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

Third

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

In the case of complaints about **Special Educational Needs** you can complain further to the Local Authority. This should be done by writing to the Head of the Customer Service Team at the address at the end of this document.

It should be noted however, that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further.

However, if our complaints procedure has been exhausted and you remain dissatisfied, you can approach the Secretary of State. Further advice is available from the Children's Legal Centre, the Advisory Centre for Education (ACE) or Family Lives (formerly Parentline Plus).

School contact details

Address: Camp Road, St Albans, AL1 5PG
Telephone: 01727 851056
Fax: 01727 855959
Email: admin@camp.herts.sch.uk
Website: www.camp.herts.sch.uk

Useful contacts:

Chair of Governors

The school office will tell you who this is and pass on any written correspondence

County Councillor for your area Go to www.hertsdirect.org or contact the Members Secretariat at County Hall on **01992 556556**

ACE: Advisory Centre for Education

1b Aberdeen Studios, 22 Highbury Grove London N5 2EA Free Advice Line 2-5pm, Monday to Friday

0808 800 5793

enquiries@ace-ed.org.uk

www.ace-ed.org.uk

Children's Legal Centre

University of Essex, Wivenhoe Park Colchester, Essex CO4 3SQ Free Advice Service, 2-5pm

01206 873820

clc@essex.ac.uk

www.childrenslegalcentre.com

Complaints Helpline

Customer Service Team County Hall, Hertford SG13 8DF

01992 588542

cs.complaints@hertscc.gov.uk

www.hertsdirect.org/cau

Parent Partnership Team (Special Educational Needs) Room 152, County Hall, Hertford SG13 8DF

01992 555847

www.hertsdirect.org/parentpartnership

parent.partnership@hertscc.gov.uk

The Parent Partnership service provides impartial information and offers guidance on Special Educational Needs to Parents, Carers and Professionals. You can contact your local Supporter directly and confidentially. Their contact details are:

Helena Marks -01442 217143

Family Lives (formerly ParentlinePlus)

(London, South East, Herts, Bucks and Bedfordshire) 3rd Floor , Culpitt House, 74-78 Town Centre, Hatfield Herts AL10 0JW

0808 800 2222 or 01707 630100

www.familylives.org.uk