



# Concerns and Complaints Quick Guide

## Questions, queries and clarification

- Wherever a parent has question query or needs clarification they are encouraged to contact school at the earliest opportunity to secure the information needed.
- This may be in person, by telephone or in writing
- If, however, there is an underlying concern then parents are asked to follow the informal concern process below.

## Informal Stage Concerns

- Wherever possible raise the concern in writing using email [concern@chesswood.w-sussex.sch.uk](mailto:concern@chesswood.w-sussex.sch.uk) or hand written notes
- A concern & complaint form and online form is available for parents use **HOME> PARENTS> CONCERNS AND COMPLAINTS**
- Concerns may be also be raised in person or by telephone
- When sharing a concern it will be resolved more effectively when the following details are shared: Your contact details, Incident - location, timing and people involved; whether this is the first time sharing concern; how it might be resolved for you.
- Please do not communicate concern on social media, anonymously or otherwise, until school staff have had an opportunity to hear and resolve the concern.

## Stage 1 Formal Complaint

- If the informal stage has not resolved the concern or the matter is communicated as a complaint initially - Stage 1 will be followed. If the complaint is about anything other than the head teacher or a governors, wherever possible, communicate the complaint in writing using email [complaint@chesswood.w-sussex.sch.uk](mailto:complaint@chesswood.w-sussex.sch.uk) or with hand written notes.
- Complaints may be also be raised in person or by telephone
- If the complaint relates to the head teacher or a member of the governing body use [clerk@chesswood.w-sussex.sch.uk](mailto:clerk@chesswood.w-sussex.sch.uk)
- Details requested and guidance is consistent with the informal stage above.

## Stage 2 Governing Body

- If stage 1 has not resolved the complaint to a parents satisfaction it may be escalated to stage 2. The request to escalate must be made within 20 days of the stage 1 response.
- Please communicate in writing to [clerk@chesswood.w-sussex.sch.uk](mailto:clerk@chesswood.w-sussex.sch.uk) to communicate this request
- You may also communicate your intention with a handwritten letter delivered to Chesswood for the attention of the Clerk to governors.
- You will receive a response within 5 working days of receipt.
- A panel of three governors with no prior involvement or knowledge of the complaint will be formed
- There is a right to escalate from this stage to the Department for Education if the complaint has not been resolved to their satisfaction.



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Experience has shown that most concerns can, and are, resolved at this informal stage and there is action you can take to help resolve this swiftly:



1. Always provide your contact details e.g. name, email and phone number
2. Provide factual details of the concern e.g.
  - The location of an incident, action, reaction or interaction.
  - The timing - When it happened? Time and day
  - The people involved adults and or children, names are most helpful but descriptions will also help if a name is unknown or uncertain. It is particularly important that we approach the right adult or children during the course of any investigation.
3. Is this the first time you have had or raised this concern? It is always helpful to know whether you have raised the same or similar concern on more than one occasion. If so who was the concern reported to and broadly when?
4. Provide the information in writing to ensure we have a good foundation to undertake our investigation. Please do not let uncertainty delay your written contact – we will take what you know as soon as possible. Email: [Concern@chesswood.w-sussex.sch.uk](mailto:Concern@chesswood.w-sussex.sch.uk)
5. How can this be resolved to your satisfaction? It is always helpful to know and understand how any arising issue could be resolved satisfactorily for a family, wherever possible please let us know along with your written concern how this might best be resolved from your perspective.
6. Please do not communicate concern on social media, anonymously or otherwise, until school staff have had an opportunity to hear and resolve the concern. We respond quickly to any concern raised and resolve almost all to parent's satisfaction. Use of social media often hinders a concern being resolved rather than helping.

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