



Melcombe Primary School Complaints Procedure for Parents

Reviewed By: Wayne Leeming

Date adopted: 28th May 2019

Signed Emma Anderson

Date 28.5.19

Emma Anderson
Chair of the Governing Board

Date for Review: 28th May 2021

Introduction

Our aim at Melcombe Primary School is to achieve the highest possible educational standards for all our children. This means providing a challenging, stimulating and secure environment where the emphasis is on high expectation and quality learning.

For the vast majority of our children, their school days are trouble free. Most parents or carers get on well with the Head Teacher and staff. Visits, regular reports and open days help to keep you up to date with what is happening and how your child is getting on at school.

Every once in a while, a problem can arise if you and a teacher disagree over something. We seek to deal with such problems or any questions or worries you may have quickly and efficiently through an easy to follow complaints procedure.

1. Contact the school first and tell the teacher about your complaint. This will generally resolve the issue.
2. However, if you are unhappy with their response or feel it would be useful to discuss it further, make an appointment to see the Phase Leader. The Phase Leader will attempt to resolve the matter but if this remains a problem, will refer the matter to the correct member of the Senior Leadership Team.
3. If the matter remains unresolved after consultation with a Senior Leader, then you can make a formal complaint in writing to the Head Teacher. The school will seek to reply to your complaint within 15 days.
4. Talking to teacher or Head Teacher can usually solve any problems. However, if you are still unhappy, the next step is to write to the Chair of Governors who will either investigate your complaint or ask the Children's Services Department to do so.

5. At the end of the investigation, the Chair may ask you to a meeting to get feedback or write to you. You should receive a reply within 20 working days.
6. If you are still unhappy after this investigation, an independent panel drawn from members of the Governing Body will try to resolve the problem. You should receive a reply within 20 working days.

There are special arrangements if you want to appeal about Admissions to schools, Exclusions, School Reorganisation, Special Education Provision, Religious Education and Collective Worship or Curriculum issues. Please ask at the school office for additional information.

Useful contact points:

- Head Teacher - Wayne Leeming
- Chair of Governors – Emma Anderson
- Clerk to the Governing Body – Rachel Jerrome

Melcombe Primary School,
Fulham Palace Road
London W6 9ER
Telephone (020) 8748 7411

School Governance Support
Hammersmith Town Hall,
Kings Street.
Hammersmith