



Policy: Parents' Concerns and Complaints

Pent Valley
Surrenden Road, Folkestone, Kent, CT19 4ED
Tel: 01303 277161, Fax: 01303 279342

Reviewed: 9th November 2016

PARENTS' CONCERNS AND COMPLAINTS

Parents may have complaints which they wish to take up with the school. Whilst some concerns may relate to the curriculum and related matters, experience suggests that most are in the area of personal relationships.

The Home-School contract outlines the respective responsibilities of the school, students and parents and provides a framework for good relationships within the school and between school and home. Concerns should be measured against this document.

A concern or complaint should always be taken up first with the Pastoral Manager's and preferably as an inquiry to ascertain facts before a judgement is made. The inquiry may be by telephone, letter, email or appointment and may be made to a particular teacher, Learning Leader, Deputy Head or the Headteacher.

The concern will receive prompt attention and investigation and an acknowledgement made by telephone, letter, email or further appointment within two working days. A full response should normally be made within 5 working days. In exceptional circumstances an investigation may take longer in which case parents will be kept informed of progress.

If the complainant feels the outcome to be unsatisfactory further contact should be made with the Headteacher, or with the Chair of Governors if the dissatisfaction lies with the Headteacher. The Chair of Governors will act in a neutral capacity in any conversation, correspondence or meeting.

If parents contact one of the Governors they will be given information on the best way to bring their concern to the attention of the school.

The message is to try Pent Valley first. We believe that you will find us approachable and receptive.

If you remain dissatisfied with the actions of the school, you are advised to contact the Local Government Ombudsman (LGO) service. Address and telephone number are available from the school.

Pent Valley follows the DfE guidance below:

Best Practice Advice for School Complaints Procedures 2016
Departmental advice for maintained schools, maintained nursery schools and local authorities
January 2016