

Your role as a parent or carer, and your views, are important. We are committed to listening to, and working with, parents and carers



### Complaints process summary:

#### Stage 1 - Informal

You should contact the school and make an appointment to discuss your concerns

#### Stage 2 - Formal

Put your complaint in writing and address to the Chair of Governors (via the school)

#### Stage 3 - Formal

You may be invited to attend a meeting with a panel of Governors to discuss your concerns

If you would like this information in another language or format contact:

#### Tellus Administration

**Phone:** 01922 653731

**Text:** 01922 654000

**Email:** [complaints@walsall.gov.uk](mailto:complaints@walsall.gov.uk)

## What to do if you have a concern about a Walsall school

Children's Services - Education



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Walsall Council

Children's Services - Education

## If you have a concern the school would like to hear about it

- You can be assured that whatever the nature of your concern, the school's support for your child will not change in any way. All concerns will be properly considered
- A school should be informed about a concern as soon as possible, so that it can be investigated

Many concerns can be quickly resolved, often by making early contact with the class teacher or member of staff concerned. Each school will have a school complaints procedure and a copy should be made available by the school on request.

While you cannot always expect a school to agree with your point of view, your concerns will be properly considered and if there are lessons to be learned which will prevent a problem arising again, then the school will take action.

**Your role as a parent or carer, and your views, are important. Children's Services – Education and Walsall schools are committed to listening to, and working with, parents and carers.**

## How to make a complaint

### If your child's school is an academy

1. Raise concerns with the appropriate staff in school
2. Follow up with the head teacher / principal if you are still concerned
3. Write to the Trust or Sponsor
4. Follow up with the Secretary of State at the Department for Education

### For all other schools

#### 1. Informal stage – stage one

- Contact the school and ask who is the best person to deal with your complaint and make an appointment to meet with them

- Depending on the seriousness of your complaint, the following information would be helpful:
  - a note of the time and date/s of any incidents
  - the names of any witnesses
- Once sufficient information is to hand, your complaint will be investigated informally. You will receive a response, which at this stage may be verbal, or may be in writing. You may be invited to a meeting to further discuss your concerns, and to see if a quick resolution is possible. Most complaints will be dealt with in this way
- If your complaint is about the conduct of the Headteacher and cannot be resolved informally then you should contact the Chair of Governors\* via the school
- Complaints should be handled quickly and most issues should be resolved in a few days. The school should indicate how long investigations will take but a formal complaint requiring detailed investigation may take some time to complete

#### 2. Formal stage – stage two

- When the informal stage has been completed, if you are still unhappy you may wish to make a formal complaint
- To do so, you should write to the Chair of Governors\*, care of the school, stating that you wish to make a formal complaint. Your letter should state your complaint briefly and the outcome you are seeking. The Chair should acknowledge receipt of your complaint and they will then investigate the complaint with the school. The school Governing body has a duty to consider all aspects of a complaint and to decide what action, if any, needs to be taken

#### 3. Formal stage – stage three

- The final stage of the process usually involves a panel of Governors being involved. You may be invited to attend a meeting and speak to the panel and any documentation should be shared beforehand. The meeting will normally be within 20 school days of receiving the complaint and

the outcome will be confirmed to you in writing within 10 school days of the meeting taking place

#### 4. What if I am still concerned?

If, after the above process has been followed, you still have concerns, then you may approach the Secretary of State at the Department for Education (DfE).

If genuinely fresh information to support your complaint comes to light, you should refer back to the informal stage (stage one)

#### 5. What is the role of the Local Authority?

Most concerns or complaints are of a general nature and are dealt with by the school. However, concerns or complaints about any of the following issues should be made in writing to Children's Services – Education to the address below:

- delivery of the national curriculum
- school admissions or exclusions
- Special Educational Needs (SEN)
- provision of religious education and collective worship (with the exception of church-aided schools)
- delivery of disability services

Corporate Performance Management (Tellus)  
Walsall Council, Civic Centre, Darwall Street  
Walsall WS1 1TP

Telephone 01922 650000  
Fax 01922 614210  
Textphone 01922 654000

**If you have a child protection or safeguarding concern, please contact the Initial Response Service on 01922 658170**

\*In academies there may be a different arrangement of governance and you may need to send your complaint to the Academy Trust or Academy sponsor. Details can be obtained from the school/ academy office.