

### **INFORMAL STAGE**

*RAISE A CONCERN BY PHONE,  
EMAIL, IN WRITING OR IN  
PERSON.*

Most informal complaints can be resolved quickly at this stage.



### **FORMAL STAGE PART 1**

*REQUEST A MEETING WITH THE  
HEADTEACHER*

Your complaint will be formally investigated and a response given within 10 working days.



### **FORMAL STAGE PART 2**

*COMPLETE A COMPLAINT FORM  
OR WRITE A LETTER TO THE  
CHAIR OF GOVERNORS.*

Your complaint will be considered under arrangements approved by the Governing Body.

### **CONTACTS**

#### **Headteacher:**

Miss Lake

[head@woodhall.herts.sch.uk](mailto:head@woodhall.herts.sch.uk)

#### **Assistant Headteachers:**

Mrs Cooper Battersby

[eb@woodhall.herts.sch.uk](mailto:eb@woodhall.herts.sch.uk)

Mrs Roby

[er@woodhall.herts.sch.uk](mailto:er@woodhall.herts.sch.uk)

#### **SENCo:**

Mrs Raithatha

[sr@woodhall.herts.sch.uk](mailto:sr@woodhall.herts.sch.uk)

#### **Office Manager:**

Sue Fleming

[admin@woodhall.herts.sch.uk](mailto:admin@woodhall.herts.sch.uk)

Our **Chair of Governors** is  
Graham Denman, who can be  
contacted via the school office.

[www.woodhall.herts.sch.uk](http://www.woodhall.herts.sch.uk)



## **WOODHALL PRIMARY SCHOOL**

### **HOW TO COMMENT OR COMPLAIN**

### **QUICK REFERENCE LEAFLET**

#### **We care about what you think!**

Each day, we make many decisions and try 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 - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel free to contact us using the details listed here. A full complaints policy is available on the school website or by request.

## OUR AIMS

- 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 school days (5½ weeks).



## HOW TO COMMENT/COMPLAIN

### *In the first instance – informal stage:*

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation.

### *Formal stage part 1:*

Request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome within 10 school days (2 weeks).

If your first contact is with individual Governors, they will advise you to take up your concerns with the appropriate member of staff or Headteacher.

If your complaint is about the Headteacher, you should write to the Chair of Governors.

If your child has an Education, Health and Care Plan (EHCP) you might find it helpful to talk to our Special Educational Needs Co-ordinator (SENCo) or your child's named Special Needs Officer at the Local Authority.

### *Formal stage part 2:*

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Chair of Governors. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body.

