

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

Assistant Headteacher:

Mrs Cooper Battersby

ebattersby@woodhall.herts.sch.uk

SENCo:

Mrs Raithatha

sraithatha@woodhall.herts.sch.uk

Office Manager:

Sue Fleming

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



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 our school, though not actually make a complaint.

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.

