

Ofsted

Ofsted can investigate complaints about the work of a school as a whole, but are not in a position to investigate any matter that relates only to your child. They may also assist with any concerns you may have about the safety of a child or a child protection issue. You can contact them on tel 08456 404045 for more information. There is more information on the complaints they are able to assist with on their website www.ofsted.gov.uk.

Useful contacts:

Ofsted – www.ofsted.gov.uk
Tel 08456 404045

Department for Children, Schools and Families – www.dcsf.gov.uk
Tel 0870 0002288

Parent Partnership
(*advice and support to Harrow parents/carers with a child 0-19 years with special educational needs*)
Tel 020 8732 4780

Advisory Centre for Education
(*telephone advice on many subjects like exclusion from school, bullying, special educational needs, and school admission appeals*) – www.ace-ed.org.uk
Tel 0808 800 5793

Please call **0800 136 104** for a summary in your language or another format.

Albanian

Nëqoftëse gjuha Angleze nuk është gjuha juaj e parë, dhe keni nevojë për përkthimin e informatave të përmbajtura në këtë dokumentë, ju lutemi kontaktoni numërin dhënë.

Arabic

إذا كانت الانجليزية ليست لغتك الأولى وتحتاج لترجمة معلومات هذه الوثيقة، الرجاء الاتصال على رقم

Bengali

যদি ইংরেজি আপনার মাতৃভাষা না হয় এবং আপনি যদি এই প্রচারপত্রের তথ্যগুলোর অনুবাদ পেতে চান তাহলে যে টেলিফোন নম্বর দেওয়া আছে সেখানে দয়া করে যোগাযোগ করুন।

Chinese

如果你主要說用的語言不是英語而需要將這份文件的內容翻譯成中文，請打註明的電話號碼提出這個要求。

Farsi

شما نیاز به ترجمه اطلاعات موجود در این مدرک را دارید، لطفاً با شماره داده شده تماس بگیرید. اگر انگلیسی زبان اول شما نیست و

Gujarati

જો ઈંગ્લિશ તમારી પ્રથમ ભાષા ન હોય અને આ દસ્તાવેજમાં રહેલ માહિતીનો તરજૂમો (ટ્રાન્સલેશન) તમને જોઈતો હોય તો કૃપા કરી જણાવેલ નંબર ઉપર ફોન કરો.

Hindi

यदि आपको अंग्रेजी समझ नहीं आती और आपको इस दस्तावेज़ में दी गई जानकारी का अनुवाद हिन्दी में चाहिए तो कृपया दिए गए नंबर पर फोन करें।

Panjabi

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਸਮਝ ਨਹੀਂ ਆਉਂਦੀ ਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜਮਾ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਦਿੱਤੇ ਗਏ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ।

Somali

Haddii Ingiriisku uusan ahayn afkaaga koowaad aadna u baahan tahay turjumidda xog ku jirta dokumentigan fadlan la xiriir lambarka lagu siiyey.

Tamil

ஆங்கிலம் உங்கள் தாய்மொழியாக இல்லாதிருந்து இப்பத்திரத்திலிருக்கும் தகவலின் மொழிபெயர்ப்பு உங்களுக்கு தேவையப்பட்டால் தயவுசெய்து தரப்பட்ட தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும்.

Urdu

اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ کو اس دستاویز میں دی گئی معلومات کا اردو ترجمہ درکار ہے، تو براہ کرم درج کیے گئے نمبر پر رابطہ کریں۔



Complaints about Schools

The purpose of this leaflet is to assist parents and carers in raising any concerns they have with their child's school. We are fortunate in Harrow to have good schools that work in partnership with parents. This means that most parental concerns can be addressed at an early stage. However we recognise there are times when things cannot be resolved easily.

Some complaints are covered by special or statutory procedures. For example, applications for school places, exclusions from school and education for children with special needs.

It is important to remember that if you have a concern you should talk to someone at the school as soon as possible. That may be all that is needed to solve the problem. The school can also advise you if your concern is a matter that will be dealt with through a special procedure.

If you want a copy of your school's complaints procedure then please ask the school directly.

What to do first

Take a few minutes to read this leaflet. Then think the complaint through:

What Actually Happened?

Remember there is often more than one view about an incident or situation. For example, your child may be telling the truth, but it may not be the whole story.

What do you want to complain about?

What do you hope will happen as a result of your complaint? It might help to talk this through with a friend or relative and think about realistic solutions. Parents are usually interested in having a good relationship with the school. Therefore, thinking about how you approach the problem before you contact the school is usually helpful. You may also find it useful to write down points.

What to do next

1. When you have thought about what you think has happened, you need to speak to your child's teacher or another senior member of staff. In primary schools, it is usually best to try and discuss the problem with the class teacher and in secondary schools, to discuss the problem with the form tutor or head of year. It is always better to make an appointment where you can sit and talk things through without interruption. You are far more likely to get a positive response if you approach school staff calmly and look at resolving the problem together. Raise your concerns fully and listen to the response/explanation given to you. Do you feel differently? Were the actions taken by staff reasonable? Remember looking into a complaint can take time and answers are not always readily available, especially for example if there are no other witnesses.
2. If you are not satisfied with the response make an appointment to see the headteacher. Please contact the school office to arrange an appointment. They may not be able to give you an answer straight away as they will need to talk to the staff concerned, but do try to be patient as every effort will be made to see you as soon as possible. You should try and talk about your complaint with the headteacher, but if you want to formalise your complaint you should put it in writing.

3. If an informal discussion with the headteacher has not resolved the problem, you can consider making a formal written complaint. You may want to ask for a copy of the school's formal complaint's procedure at this stage.

Making a formal complaint

As this is a serious step it is important that you have thought things through carefully and that every possible attempt has been to solve your concerns informally.

Each governing body will have chosen their own approach to complaints that is appropriate for its school. You will normally need to write to the chair of the governing body. The school office will tell you how to make contact with them. Please keep a copy, as you may want to refer to it later.

If you are not satisfied with the response you receive from the chair of the governing body, you may have a right of appeal to the governing body. This usually involves a panel of governors who will be called to hear your case and both sides will be asked to submit a written statement. You may also be invited to attend any hearing that is held to present your side. If you would like to make representations to the panel in person then please make this clear.

The decision of the governors' panel will then be sent in writing to both parties.