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Complaints Procedure

Drafted by:		Reviewed by:	Resources Committee /FGB
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This procedure is based on Hampshire County Council and Department for Education procedures and guidelines.

The purpose of the procedure is to resolve any concerns or complaints, and to ensure that parents and carers feel able to express their views in the full knowledge that they will be dealt with fairly.

It is not intended to cover those aspects of school life where the law sets out specific complaints procedures i.e. admissions, exclusions, complaints about the delivery of the national curriculum, and the provision for collective worship and religious education. Similarly parents who are not satisfied with a Local Authority decision about Special Needs assessments may appeal to the SEN Tribunal.

Most complaints can be resolved informally by speaking to the class teacher in the first instance or by arranging to speak to the Heads of School.

Speaking to the teacher

Firstly, parents should speak to the relevant member of staff as soon as you have a concern. This will usually be the class teacher, and/or the Heads of School.

This informal approach is nearly always the quickest and most effective way of resolving your concerns.

If a parent, carer, or the teacher, feels a concern requires further discussion another appointment will be made at a mutually convenient time.

Asking for the school's complaints procedure

If you feel that your concern has not been answered, ask the school office for a copy of its complaints procedure. This will explain what you should do next. It is also available on the school website.

All schools have a complaints process. Our schools' policy has three stages, in line with Hampshire's recommendations, which should be followed in sequence.

- Stage 1. Speak to or write to the Executive Headteacher who will look into your concern.
- Stage 2. Write to the Chair of Governors if you are unhappy with the Executive Headteacher's response. Mark your letter 'Private and Confidential' and hand it in to the school office. This will be acknowledged within 5 school days and a response made to the complaint within 10 school days.
- Stage 3. If you are unhappy with the response from the Chair of Governors you may appeal to the Governing Body's complaints panel. This panel consists of three governors who have no prior knowledge of your complaint and will consider written and verbal submissions from you and the Headteacher. Any request for an appeal should again be made in writing to the Chair of Governors, marked, 'Private and Confidential' and handed in to the school office. The complaint will be heard within 20 school days and a written decision sent to both parties within 15 school days off the meeting.



Hampshire
County Council

Taking your complaint further

When you have exhausted the school complaints process, **if you feel that the school has acted unreasonably or not followed the correct procedures** in relation to your complaint, you can write to the Secretary of State for Education.

If your complaint is about school rules on uniform, body piercing or hairstyles, or about lateness, or about not being allowed to take your child out of school during term time please refer to the following guidance.

School rules

Schools have a right to insist that their rules are followed. If parents or pupils refuse to follow the rules, this can result in isolation, exclusion, prosecution and fines.

Taking time off school

For a medical appointment: You will need to ask the school's permission and provide evidence of the appointment, e.g. an appointment card or letter. In general, you are asked to make medical appointments outside school time, or if this is impossible, to schedule them as early or as late as possible in the day to keep your child's time away from school to a minimum.

For a family holiday: Parents do not have an automatic right to take their children out of school for a family holiday.

Lateness for school

The school sets the time of day when they close the register (9.30 am). If a pupil arrives after this time, it is recorded as an unauthorised absence. Contact the school in the first instance if you are concerned about this.

If a child is frequently late, the parents may be failing to ensure that their child is receiving full time education, and could be prosecuted by the Local Authority.

Personal appearance - school uniform, hairstyles and body piercing

It is not mandatory for primary school pupils to wear uniform however our school strongly encourages it. The government has published guidance to schools on school uniform and related policies.

Most schools will have their own rules about personal appearance, for example, what hairstyles and/or body piercing are permitted. In line with this we do not allow extreme hairstyles (e.g. shaved heads or bright colours).