



Appendix 1

A GUIDANCE LEAFLET FOR PARENTS

What if I Have Concerns About Aspects of my Child's Education?

Dorset's schools have excellent relationships with their parents. From time to time however you may have a concern about aspects of your child's education. Schools will be happy to look into these concerns. Most concerns are resolved by informal discussion with school staff. This leaflet answers some of the most commonly asked questions.

Q. What if my complaint is to do with admissions, curriculum, exclusions or special educational needs?

A. There is a separate statutory complaints procedure for dealing with your complaint. It cannot be dealt with under the school's complaints procedure. Dorset LA telephone numbers for guidance if you wish to make a complaint relating to these areas are as follows:

- Admissions: 01305 224200
- Curriculum: 01305 254022
- Exclusions: 01305 225134
- Special Educational Needs: 01305 224888

Q. What do I do if I have a concern about my child's education?

A. You should discuss your concern with the school.

Q. What if my child is no longer on the school roll?

A. The school will set aside your complaint and take no further action under this policy. The Headteacher or Chair of Governors will write to you closing the matter on behalf of the school.

Q. What if I take my child off the school roll during the time my complaint is being considered?

A. The school will set aside your complaint and take no further action under this policy. The Headteacher or Chair of Governors will write to you closing the matter on behalf of the school.

Q. Who should I contact at the school?

A. It would be sensible to contact the Headteacher in the first instance. This should be by letter, telephone or in person (by prior appointment). He or she will know from clear, written internal procedures how to deal with the matter.

Q What if my concern is to do with an individual employee of the school?

A. If your concern is to do with the conduct or competence of an individual employee it will be looked into by the school. If necessary, it will be dealt with under the school's disciplinary procedures. It cannot be dealt with under the school's complaints procedure.

Q Should I contact a school governor?

A The governor should advise you to raise your concern with the Headteacher. In the interests of fairness governors can only be involved if the matter becomes a formal complaint.

Q. Should I contact the Local Authority (LA)?

A. The LA will advise you to raise your concern with the Headteacher.

Q. What if my concern remains unresolved?

A. What happens next depends on the nature of your concern. Provided your child is still on the school roll there are formal procedures dependent on the nature of the concern.

Q. What if my complaint is about the way the school is run, its policies or procedures, and/or their effect on my child?

A. You should put your complaint in writing, using the appropriate complaints form, which can be obtained from the school office.

We hope you find this guidance leaflet helpful. It has been produced by Dorset LA's Children's Services Directorate.