

Raising a Concern or Making a Complaint

At Nelson Primary School we value positive, respectful relationships with our parents and carers. If you have a question, concern or complaint, this guide explains the best way to get in touch, what will happen and the next steps if you remain dissatisfied.

1 A quick question or minor concern?

Your child's class teacher is usually the best person to speak to first – **after school.**



- ✓ Please speak to the teacher after school, once all children have been safely dismissed.
- ✓ Please wait to one side until the teacher is available.
- ✓ Do not interrupt teachers while they are supervising children.
- ✓ If a longer discussion is needed, the teacher may ask you to arrange a meeting through the school office.

2 Speaking to a senior leader

Members of our Senior Leadership Team are often at the school entrances in the morning, welcoming children and families, and can usually answer a quick question.



- ✓ We are happy to answer a quick question or offer brief guidance.
- ✓ For more serious or sensitive matters, please contact the school office to arrange an appointment.
- ✓ This gives us time to understand your concern and decide whether a phone call or a meeting is the most appropriate way forward.
- ✓ Senior leaders also have teaching commitments and other duties, so an immediate meeting may not always be possible.

3 Raising a more serious concern

If your concern cannot be resolved through a brief conversation with the class teacher, please contact the school office.



The office team will ensure your concern is passed to the appropriate person and arrange a suitable time to discuss it.

4 The difference between a concern and a complaint

A concern



An expression of worry or doubt over an issue considered to be important, for which reassurances are sought.

Many concerns can be resolved quickly and informally.

A complaint



An expression of dissatisfaction, however made, about actions taken or a lack of action.

If you wish to make a formal complaint, please follow the school's Complaints Procedure below.

5 Our formal complaints procedure

If your concern is not resolved informally, you can make a formal complaint. Nelson Primary School has a two-stage complaints procedure.

Stage 1: Headteacher



Formal complaints should be made to the Headteacher, Miss C Forrest, via the school office. Please mark as Private and Confidential.

Stage 2: Governing Board



If you remain dissatisfied with the outcome of Stage 1, you can request that the complaint is considered by the Governors' Complaints Committee. Please submit your Stage 2 complaint via the school office to the Clerk, Ms A Rehman. Please mark as Private and Confidential.

6 Timescales



Please raise your complaint within 3 months of the incident or, where a series of related incidents have occurred, within 3 months of the last incident.

We will consider complaints made outside this time frame if exceptional circumstances apply. Complaints received outside of term time will be considered as received on the first school day after the holiday period.

7 Taking your complaint further

You usually need to complete our school's complaints procedure before complaining to the Department for Education (DfE), unless one of the following applies:

- a child is not getting an education
- a child has been exposed to harm
- the school is stopping you from following its complaints procedure



You can complain to the Department for Education (DfE) if you have completed our complaints procedure.



You can complain to Ofsted if you have completed our complaints procedure. Ofsted considers complaints about issues that affect the whole school. It cannot resolve personal disputes or change the outcome of a complaint.

8 Other complaint routes

Some complaints are dealt with under different procedures, including:

- Child protection**
Contact Birmingham Children's Trust (or the police – see next section).
- Data protection**
Contact the Information Commissioner's Office (ICO).
- SEND or disability discrimination**
These issues have separate statutory procedures.
- Discrimination**
Contact the Equality Advisory and Support Service (EASS).

9 Safeguarding concerns



If a child is in immediate danger, call 999.

If you think a child may be at risk, contact Birmingham Children's Trust or the police on 101.

If your concern relates to the safety or welfare of a child at Nelson Primary School, please contact the school office immediately and ask to speak to a Designated Safeguarding Lead.

10 Respectful communication



We recognise that you may sometimes feel upset or frustrated. We will always listen and treat concerns seriously.

Please communicate respectfully and avoid confrontational conversations at school entrances or classroom doors. We ask that all communication with staff remains courteous, even when there is disagreement.