

(After reading the additional information below, please submit your complaints eform selecting the most appropriate procedure).

SCHOOL COMPLAINTS PROCEDURE

The Local Authority has no formal role in the hearing of complaints about schools except on rare occasions. However the following information will be of assistance to any person wishing to raise a concern.

Making a complaint is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and if well founded, addressed in an appropriate and timely fashion. (Source – National Assembly for Wales Circular 03/2004 & 39/2006)

In Merthyr Tydfil we take any complaint very seriously and schools are required to have procedures in place for dealing with them. Section 29 of the Education Act 2002 places a requirement on the governing body of all maintained schools in Wales, including nursery schools, to establish procedures for dealing with complaints from parents/carers, pupils, members of staff, governors, members of the community and others.

There are other statutory processes from complaints and appeals relating to the curriculum, religious worship, admissions, special educational needs (SEN), exclusions, staff grievance, staff disciplinary and teacher capability. Guidance on these topics are available from www.learning.wales.gov.uk. School complaints procedures do not replace these procedures.

Making a Complaint

If you have a complaint about a school, you must make your complaint directly to the school. Contact details for all our schools are available on this link.

It is recommend that you ask the school for a copy of their Complaints Policy so that you can understand exactly how they will handle your complaint.

The Welsh Government recommends that school governing bodies establish a three stage approach to resolving complaints as follows:

Stage 1 – Informal Stage

- Concern raised with member of staff, head of year or other senior staff member. This may be verbal or written.

Stage 2 – Formal Stage

- Complaint made to the headteacher, preferably in writing. The headteacher will investigate and respond in writing.

Stage 3 – Formal Complaint to Governing Body

- A formal complaint for consideration by the school's governing body should only be made when Stages 1 and 2 have been tried.

Please note, if a complaint is against a headteacher the matter should be dealt with at Stage 3 by the chair of the governing body.

The school complaints procedure should include more specific details about each of these stages.

Further Information

For further information about the school complaints process please contact the school. Alternatively the Local Authority's Governor Support Team will be happy to advise you and can be contacted on (01685) 724665.