



What to do if things go wrong



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- Sometimes you may find that you have a concern or a problem regarding your child or the experiences they are having at school.
- At Samuel Lucas we always encourage parents to come and talk to the class teacher regarding any problems or concerns.
- The class teacher is often the best person to contact as they are involved with the daily welfare of your child.
- You can arrange to see the class teacher by asking for a meeting – this is best after school when the teacher will have more time to talk to you.

INFORMAL

1. **Talk** to the class teacher
2. **Member of staff follows up**
3. Result:
 - Agreed actions and outcome → Problem **RESOLVED**
 - Outcome is unsatisfactory → Proceed to Phase Leader

If outcome is unsatisfactory:

1. Talk to Phase Leader
2. Phase Leader follows up
3. Result:
 - Agreed actions and outcome → Problem **RESOLVED**
 - If outcome is still unsatisfactory → Proceed to Deputy Headteacher, Assistant Headteacher or Headteacher

(Most complaints resolved at this stage)

FORMAL

1. Make a written complaint to the **Headteacher** or the **Chair of Governors** about a problem or concern
2. The **Headteacher** or **Chair of Governors** conducts documented investigation.
3. Result:
 - Written report to complainant and outcome agreed
→ Problem **RESOLVED**
 - Outcome is unsatisfactory → Proceed to Formal Governors' Review

(Very few complaints reach this stage)

FORMAL GOVERNORS' REVIEW

1. Formal complaint to the **Governing Board**
2. Panel Meeting of 3 Governors, Complainant and Headteacher attend.
3. Panel reach decision and inform the complainant and the Headteacher.
4. Result:
 - Outcome reached → Problem **RESOLVED**

(Very unusual for a complaint to reach this stage)



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