

Complaints Policy and Procedure

We welcome suggestions for improving our work in the school. Marcliffe seeks to be a listening school and will do its best to enable parents and carers to feel confident to raise issues and concerns with appropriate staff.

We understand that a common fear is that our relationship with you and your child will be affected if you express dissatisfaction, however in our experience most issues can be quickly resolved through good communication between home and school; we both have the best interests of your child at heart. Mrs Mann or Mrs Turner (Deputy) are usually available to discuss and concerns you might have; just ask at the school office.

1. What to do first

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. All staff will make every effort to resolve your problem informally.

They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right.

Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

2. What to do next

If you are dissatisfied with the teacher's response you can make a complaint to the Headteacher. This could be made in writing or by making an appointment to discuss the problem.

The Headteacher will ask to meet you for a discussion of the problem. You may take a friend or someone else with you if you wish.

They will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will then receive a written response to your complaint which you may wish to discuss with them.

3. If you are still unhappy

If you are still not satisfied, you may wish to contact one of the Co-Chairs of Governors, Steve Chu or John Doherty, and request that they look again at your complaint and the Headteacher's response. (chairofgovernors@marcliffe.sheffield.sch.uk)

The Chair of Governors will seek to clarify your concerns and undertake their own independent investigation. You will then receive a written response to your complaint.

4. Further Action

Should you remain dissatisfied with the response from the Chair of Governors, you can ask for your complaint to be referred to a Governing Body Complaints Review Panel.

This will comprise a group of 3 governors from the school who, as far as is possible, have no previous knowledge of the problem and who will therefore be able to give it fresh assessment.

You will be invited to attend a meeting and speak to the Panel in person. The full School Complaints procedure available from the school explains how these meetings operate.

5. Beyond the School

The Advice and Conciliation Service is an impartial Service based within Children, Young People and Families and aims to help all partners and agencies become more responsive to comments, complaints, criticisms and suggestions from parents and carers, young people and other service users with regard to school-based issues. We aim to investigate and resolve issues through mediation and to promote conciliation towards resolving difficulties.

For independent advice Sheffield City Council offers a support service. Sheffield Parent Partnership Service at Darnall Education Centre, Star Works, 212 Darnall Road, Sheffield, S9 5AF. Telephone: 0114 261 9191 Email: ed-parent.partnership@sheffield.gov.uk