

Providing feedback about a school service

January 2014

This information sheet explains what to do if you want to compliment, comment on or complain about school services in South Gloucestershire. These include community schools, foundation schools, voluntary aided, voluntary controlled schools and academies. Schools are managed by governing bodies or academy trusts, which include parents, staff and representatives from the community. Head teachers are directly responsible to the governing body or trust.

Feedback about schools needs to be given to the school directly. If you have concerns about a school not providing the service you expect, it is best to initially talk to staff at the school who will aim to resolve issues as quickly and informally as possible. Most concerns can be resolved by talking to the class teacher, tutor or head of year. You may wish to raise the matter with the Head teacher directly. If this does not resolve the matter then you should follow the following steps.

- 1** Ask the school for a copy of its complaints procedure which will tell you how the school will handle your complaint.
 - 2** Write to the school with details of your complaint. Remember to keep a copy of the letter. Most complaints are dealt with successfully at this stage. If you have problems writing, telephone the school and ask them to help you make a complaint.
 - 3** **If you are complaining about the Head teacher, or if you're not happy with the way that the Head teacher has dealt with your original complaint,** you need to send your complaint to the Chair of Governors who can be contacted via the school. The governing body should investigate and report back to you.
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If, after these steps have been followed, you consider the school governors have not followed the school's complaints procedure, you can contact the Department for Education (DfE). A complaints form is available from <https://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>

Certain specific education issues are the Council's responsibility. If you have concerns about any of the following, please contact the Council's Complaints & FOI Team:

- ▶ school transport
 - ▶ admission to a school
 - ▶ home tuition
 - ▶ special educational needs
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Ofsted (the Office for Standards in Education, Children's Services and Skills) also has a role in investigating complaints about the work of schools as a whole. Examples include:

- ▶ the school is not providing a good enough education
- ▶ the pupils are not achieving as much as they should, or their different needs are not being met
- ▶ the school is not well led and managed, or is wasting money
- ▶ the pupils' personal development and well-being are being neglected.

Complaints about matters relating to an individual child cannot be considered.

It can consider complaints from parents (or some carers) of pupils registered at the school the complaint is about.

Information, advice and contact information

Complaints & FOI Team

South Gloucestershire Council
PO Box 298
Children, Adults & Health
Civic Centre
High Street
Bristol, BS15 0DQ

Tel: 01454 865924

Email: CAHFeedback@southglos.gov.uk

Supportive Parents

3rd Floor
Royal Oak House
Royal Oak Avenue
Bristol
BS1 4GB

Telephone: 0117 989 7725

Email: mail@supportiveparents.org.uk

Website: www.supportiveparents.org.uk

Independent and Boarding Team

Department for Education
Mowden Hall
DARLINGTON
DL3 9BG

Telephone: 01325 392159

Ofsted

Royal Exchange Building
St Ann's Square
Manchester, M2 7LA

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

Department for Education

Castle View House
East Lane
Runcorn
Cheshire
WA7 2GJ

Telephone: 0370 000 2288

Fax: 01928 738248

Website: www.education.gov.uk

Webform: www.education.gov.uk/help/contactus/dfe

Parentline Plus Bristol

520 Highgate Studios
53-79 Highgate Road
Kentish Town
London, NW5 1TL

Telephone: 020 7284 5500

Website: www.parentlineplus.org.uk

Advisory Centre for Education (ACE)

Advisory Centre for Education (ACE),
1c Aberdeen Studios,
22 Highbury Grove,
London, N5 2DQ

Freephone 0808 800 5793

Website: www.ace-ed.org.uk