



Our Lady Seat of Wisdom Umbrella Trust
Dealing Effectively With Concerns
April 2014

At all three schools, we are committed to working in partnership with parents and carers, as the child's first educators, in order to provide a loving, caring and nurturing environment where all children can be successful. Occasionally, parents or carers may wish to raise concerns and we have designed this joint procedure to guide you through this process.

Stage	Action	Timescale
Stage 1a: minor concern	Discuss your concern informally with the <u>class teacher or teaching assistant</u> as most issues can be resolved quickly at this level. You may prefer to meet with the Learning Mentor at first to discuss your concerns and explore your options.	The majority of issues can be resolved through a quick conversation. Class teachers are available before and after school in person.
Stage 1b: more serious concern	Sometimes you may feel that a longer meeting is needed with the <u>class teacher</u> . This can be arranged via the school office.	In most circumstances, we can arrange a meeting with the class teacher within five working days at a mutually convenient time.
Stage 1c: issue not resolved at Stage 1b	If you do not feel that the issue has been resolved at Stage 1 effectively, it is important to raise the issue with a <u>senior member of staff</u> . E.g. meeting with the SENCO for SEN issues or another member of the management team.	In most circumstances, we can arrange a meeting with the SENCO for SEN issues or another member of the management team within five working days at a mutually convenient time.
Stage 2: issue not resolved at Stage 2	At this point, if the issue has still not been resolved successfully, you may wish to meet the Headteacher to discuss your concerns then decide whether or not to make a formal complaint in writing to the <u>Headteacher</u> .	Formal complaints in writing will be acknowledged within five working days. At this point, the Headteacher will indicate the likely timescale for any investigation.
Stage 3a: issue not resolved at Stage 2	Should you feel that your formal complaint has not been handled appropriately by the Headteacher, you should write the to the <u>Governing Body's Complaints Appeals Panel</u> outlining the basis of your formal complaint. The letter can be passed on through the school office. There will be one governor from one of the other Umbrella schools on the appeals panel.	Formal complaints in writing will be acknowledged within five working days. At this point, the Chairman will indicate the likely timescale for any investigation.
Stage 4: issue not resolved at Stage 3	Should you feel that your formal complaint has not been handled appropriately by the Umbrella Trust Complaints Appeals Panel, you may wish to refer the matter to the Diocese of Hallam in writing. Diocese of Hallam Schools Department, Hallam Pastoral Centre, St Charles Street, SHEFFIELD, S9 3WU Tel: 0114 256 6440 Email: schools@hallam-diocese.com	
Stage 5: issue not resolved at Stage 4	If you have been through Stages 1, 2, 3 and 4 and you still do not feel that your complaint has been dealt with effectively, you may refer the matter to the Education Funding Agency. https://www.gov.uk/complain-about-school ; or write to Academies Central Unit (Academy Complaints), Education Funding Agency, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH; or telephone the Department's Public Communications Unit on 0370 000 2288.	