

Have you a compliment, comment, concern or complaint about our school? Our overall aim is to provide a high quality education within a caring Christian environment for all our pupils. Any compliments, comments or complaints you have will be helpful to us as we strive to achieve our aims. It matters to us what you think.

Compliments We like to hear praise about our work and any compliments are obviously uplifting for staff and governors. We are extremely fortunate to have such high quality staff who, together with members of the governing body, are totally committed to the school. Staff work incredibly hard in the classroom during the school day and spend very long hours completing 'behind the scenes' planning and preparation tasks in their own time. Governors attend regular meetings at the school and all their work to support the school is given on a voluntary basis. We are all passionate in our efforts to ensure that this school is the best it can be.

It is important that your child hears you saying positive things about their school. It helps them to be proud of their achievements and promotes a strong sense of belonging to our school family. So, if you are pleased with a range of aspects of school life and learning opportunities, please pop in to speak with your child's teacher.

Comments We regularly invite parents and pupils to complete questionnaires about a range of school policies, procedures and events. You are also invited to add any further comments, including your views or any suggestions that you think could bring about further improvement. Thank you for taking the time to complete these, they are extremely useful to us. To further help with our monitoring and evaluations, we make a random selection of pupils and parents to give us their thoughts on certain aspects of school life. We also seek the views of specific groups of pupils and parents depending on the type of monitoring we are undertaking. Parents are encouraged to call into school to see their child's teacher or the Headteacher. Staff are usually available to speak with parents at the start of the day. However, as they are keen to get on with teaching their pupils, the preferred time to speak with the teacher is at the end of the school day.

Concerns If there is something that concerns you or you do not understand why we are doing something in a particular way, please do not hesitate to contact us. Normally a phone call or a visit to discuss your concerns will resolve the problem or put you at your ease if something has been bothering you. If you are dissatisfied with any action or lack of action by us, please let us know so that we have the opportunity to explain or resolve the situation.

Complaint

What to do first:

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher.

Any member of staff at the school can help you and direct you to the most appropriate person to deal with your concern / complaint. If you feel you have a complaint which you feel should be looked at by the headteacher in the first instance you can make contact if you prefer. It is usually best to discuss the problem face to face. You may need an appointment to do this and you can make one by ringing or emailing the school. You can take a friend or relative to the appointment if you feel you would like to do so.

All staff will make every effort to resolve your issue informally. They will make sure you understand what you feel went wrong, explain their actions to you and ask what resolution you require to put things right. This does not mean that in every case the resolution will be as you wish but it will help both you and the school to understand both sides and possibly help to prevent a similar problem arising again.

What to do next:

If you are dissatisfied with the teacher's response (or with the headteacher initial reaction if already involved), you may wish to make a formal complaint to the headteacher. This should be made in writing using the form provided in the School Complaints Policy and Procedure.

If your complaint is about an action of the headteacher personally, then you should refer your complaint to the Chair of the Governing Body; contact details can be obtained from the school office or website.

The headteacher will ask to meet you for a discussion of the problem and try to resolve the matter informally. Again, you may take a friend or relative to support if you wish. If we are unable to resolve informally, the headteacher (or suitable representative) will conduct a full investigation of the complaint and may interview members of staff or pupils involved. You will receive a written response to your complaint.

Most problems can be resolved by the end of this stage.

If your complaint has not been resolved:

If you are still not satisfied, you may wish to contact the Chair of the Governing Body to ask for a referral of your complaint to a panel of the governing body. The complaint will be heard by a panel of governors who have no previous knowledge of the issue and who will be able to provide fresh assessment. You will then be invited to attend and speak to the panel which the headteacher will also attend. The Complaints Policy and Procedure explains how these meetings operate.

Further action:

Complaints about the school problems are almost always settled within the school but in exceptional cases it may be possible to refer the problem to an outside body such as the Secretary of State for Education. The Department of Education will expect the complaint to have been considered by the school governors first. There is more detail in the full Complaint Policy and Procedure, on the school's website or via the Department for Education website at www.education.gov.uk/help/contactus.

The school's Complaint Policy and Procedures can be found at:

<https://allsaintsinfantnormanton.co.uk>

If your child has additional needs contact : SENART 01924 302465 WeSail 01924 304152



Normanton All Saints CE(A) Infant School

High Street, Normanton, Wakefield WF6 1NR
Tele 01924 894309

Nursery Unit

(situated on a separate site)
Church Lane, Normanton
Tele 01924 898262

How to tell us about your.....

- * Compliment
- * Comment
- * Concern
- * Complaint

Information for Parents/Carers

*They pass this way only once so we should aim to
litter their pathway with quality experiences*



National ICT Mark



Please note: Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the school community. We expect courteous and polite behaviour at all times. If you are abusive, aggressive or threatening during any part of the complaints procedure then we reserve the right not to engage with you. You will then be referred to the Governing Body who will review whether your complaint falls under the 'Managing unreasonable or persistent complaints policy'.

Safeguarding statements

Child Protection. Through their day-to-day contact with pupils and direct work with families, education staff have a crucial role to play in noticing indicators of possible abuse or neglect. Where it appears to a member of staff that a child may have been abused, the school is required, as part of local child protection procedures, to report their concerns to social services immediately. The Headteacher (and Assistant Headteacher in her absence) is the designated teacher responsible for child protection. The Chair of Governors is the designated governor responsible for child protection.

UK General Data Protection Regulation. This school collects data in order to meet its statutory responsibilities for the provision of education to children in accordance with the requirements of the Education Act 2002 and The School Standards and Framework Act 1998. Some of this data will be shared with Wakefield Metropolitan District Council and may be shared with other agencies that are involved in the health and welfare of school children. Please be aware that personal data is also covered by the UK General Data Protection Regulation 2018. Please see the school's Data Protection policy.

Safe recruitment and selection of staff. This school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All posts are exempt from the Rehabilitation of Offenders Act, therefore all convictions must be declared. Providing false information is an offence. Appointed staff, governors, regular volunteers and trainees have identity, qualification and criminal records bureau checks and have been successfully cleared to work with children.

Inclusion This policy will be applied to all pupils and their parents. We welcome our general responsibilities under the Disability Equality Duty by promoting equal opportunities, eliminating discrimination and improving access to learning for disabled people. In order to comply with the requirements of the DDA 2006 we will make reasonable adjustments to ensure all stakeholders understand and can follow this policy. We will actively seek to remove any barriers to learning and participation that may hinder or exclude individuals or groups of pupils.