

What should you do if you are unhappy or worried about something to do with school?

At Grove Road School we are proud of the service that we provide for children and parents. We know that staff must be approachable so that parents can discuss issues readily and therefore resolve them to the satisfaction of all parties.

Staff at Grove Road aim to have a high profile. We are in the playground before and after school. These times present a good opportunity to resolve issues or misunderstandings speedily in an informal way.

If you prefer, you can make an appointment to see your child's class teacher at any time. Either speak to the teacher direct or ask the office to set up a meeting. Appointments would be before or after school.

If you would like to speak to the headteacher, simply talk to Mr Parkhouse in the playground before or after school. Alternatively ask the office to set up a meeting.

If your complaint is about the headteacher, then the Chair of Governors (Helen Goddard) is the person whom you should speak to. The school office can give you the Chair of Governors email address or set up a meeting for you.

Complainant Form

Grove Road School, Grove Road, Harrogate. HG1 5EP

It will help us if you use this form to make your complaint but please write a letter if you prefer, covering all the points on the form. Please continue your answers on a separate sheet if there is not enough space on this form. Do remember that you will need to tell us what needs to happen to resolve your complaint. When you have filled in the form, send it to The Head teacher or Chair of the Governing Board if the complaint is about the Headteacher. If you need any help completing this form please contact the school. If this is a complaint about a governor please send it to the Clerk to the Governing Board.

We will only process your personal data in order to respond to your complaints. In general it will be used for administrative and statistical purposes.

Your name

Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other
First name (BLOCK CAPITALS)
Surname (BLOCK CAPITALS)

Your address

Postcode

Daytime tel. no.

Mobile tel. no.

Email address

Do you have any special requirements, for example if English is not your first language, disabilities?

Have you contacted the school about this matter before?

No

Yes

If yes, who did you contact, when and how?

Have you received a reply?

Yes No

If so, when was this?

Please explain your complaint.

What action, if any, have you already taken to try to resolve your complaint?
(Who did you speak to and what was the response?)

What actions do you feel might resolve the problem at this stage?

Please use additional sheets if required.

If you have any documents to support your complaint, please send them with this form. Please tick the box if you would like them returned to you.

We will send an acknowledgement within 5 working days of receiving your communication and will tell you what is happening. If a further response is required, this should reach you within 20 working days.

FOR OFFICE USE ONLY

Complaint reference	<input type="text"/>	Date Received	<input type="text"/>
Acknowledgement sent	<input type="text"/>		
Substantive reply sent	<input type="text"/>		