



WILLIAM HARDING SCHOOL
Aim high... Work hard... Be kind...

WILLIAM HARDING SCHOOL
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Head Teacher: Miss T Cotchin BA(Hons) PGCE NPQH



28 March 2023

Dear parents and carers,

Re: Concerns and complaints

William Harding is dedicated to providing the best possible education and support for all pupils within its school. This means having a clear, fair and efficient procedure for dealing with any complaints to or against the school, so that any issues that arise can be dealt with as swiftly and effectively as possible.

We *always* promote speaking to the class teacher first as they know your child best. The office will direct you to the right person to support you. Our “Who to Contact” is provided for reference. Full detail on the school complaints policy is available on our website: <https://www.williamhardingschool.co.uk/policies>

When a complaint or concern is raised with the Governors or other outside agencies, the complaint is communicated to the school as set out below:

<u>Board of Governors</u>	The Chair of Governors will contact the Head teacher to see if the complaint has been dealt with at the informal and then formal Stage 1. If it has not been, the Chair will guide the parent to speak with the school and leave for the school to action.
<u>Department for Education</u>	The Department for Education will ask the school if the complaint has been dealt with as per the school policy and at all levels in the first instance before asking the school for a response. If complaints have been completed through the formal Stage 2 complaints procedure, as set out in our policy then you are within your rights to contact the Department for Education as per our Complaints policy.
<u>Local Authority</u>	The complaint is usually sent to the Local Authority to contact the school for a response.
<u>Ofsted</u>	The complaint is usually sent to the Local Authority to contact the school for a response.
<u>Local MP</u>	A caseworker for the MP will contact the school for a response.

In all situations if it is an anonymous complaint, it is dealt with using policies and examples the school might have rather than a specific response.

Our School Values are: Inclusion, Perseverance, Honesty, Respect, Responsibility and Collaboration.



External complaints do unfortunately take staff focus and time away from the pupils and the education they receive. I am sure that we are all of the understanding that our pupils must come first and we need to work together as parents and as a school.

I hope this helps in your understanding and that it will encourage you to communicate with the school in the first instance should you need to.

Kind regards,

The Governors of William Harding School

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