

RCCS FAQs: “Complaints”

If I am not happy with something, what should I do?

Nobody’s perfect and we all make mistakes and get things wrong. If you feel we are at fault over an issue the best thing to do is contact us, explain the situation, and we will ensure the right person from the school can speak with you to try to reach a solution.



What if I’m still not happy?

If this is the case it is wise to ask to speak to a senior member of staff such as a Lead Teacher, a Principal Teacher or a Pastoral Leader (Year Head), depending on the nature of your concern. If it is a SEN issue talk with our SENCO Mr Lloyd, and if your child attends the Autistic SRB talk with Mrs Howells. You might ask to speak with one of the Assistant Heads.

And if this doesn’t work, where do I go?

We are then onto the Complaints Procedure. The first step is to contact the Head Teacher informally, and the vast majority of complaints are resolved at this stage. If this is not the case however you need to start a formal process, stage two, by writing to the Head. He will instigate a thorough investigation in school and you will receive a written response

What if I am not happy with this?

If you are unhappy with the outcome we move on to the third stage. You’ll need to write to the school and ask the Clerk of the Governing Body to convene a meeting of the Complaints Committee to review the matter.

Why can’t I complain directly to the Local Authority?

You can contact the local authority. They will of course be happy to discuss the issue with you but the agreed procedure is to pass the matter back to the school in the first instance and follow the three stage process as outlined above. If you wish to make a complaint against the Head Teacher you should contact the Chair of the Governing Body through the school.

QUICK REFERENCE CONTACT DETAILS

SCHOOL

risca@caerphilly.gov.uk
01633 612425

LOCAL AUTHORITY

complaints@caerphilly.gov.uk.
01443 864833