



The Rotherham Parent Partnership Service

Rotherham
Metropolitan
Borough Council
Where Everyone Matters

COMPLAINTS ABOUT SCHOOLS FROM PARENTS/ CARERS

In most instances the Head Teacher or School Governing Body are responsible for investigating complaints about their services or staff. Routine complaints about schools should therefore be directed to the Class Teacher, Head of Year or the Head Teacher in the first instance. The complaint should be referred to the Chair of the Governing Body if it is a specific complaint about the Head Teacher, or if the complainant has not had a satisfactory response to their complaint from the school. The school will have a Complaints Policy; you can ask for a copy of this and should follow it in making your complaint.

The LEA has very limited powers of intervention however Mary Swan can provide advice to you about meeting with the school and presenting your complaint. She can be contacted on 01709 822642.

Ultimately the Secretary of State has powers to issue directions to prevent a school body from exercising its functions unreasonably or where it is failing to discharge a statutory duty. The Secretary of State can be contacted at:

Secretary of State for Education and Employment at the DfES, Sanctuary Buildings, Great Smith Street, Westminster, London, SW1P 3BT.

If you were to contact the Secretary of State before going through the schools complaints procedure you will simply be referred back to this.

More information is available in an information booklet 'Making a Complaint' from Advisory Centre for Education (ACE) Ltd, 1c Aberdeen Studios, Highbury Grove, London N5 2DQ. Tel: 0020 77049822 www.ace-ed.org.uk