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Complaints Procedure

The staff and Management Committee of Tameside Pupil Referral Service are committed to providing a high quality education for your child in a secure and supportive environment. Whilst all concerned strive to achieve the best for the pupils in the Service, it is appreciated that there may be occasions when you may have concerns about your child's education or about particular incidents which may occur in school. If such a situation arises we would ask you to follow the procedure outlined below in the order in which they are given.

- 1.** In the first instance you should make your concerns clear to the member of staff who is directly responsible for your child's welfare, this will be the class teacher or tutor depending on whether they are at KS2 or 4. You can contact them to arrange to discuss your concerns by telephoning school, writing a letter, email or sending a note via your child. It is important to make contact at an early stage so that we can work together to find a satisfactory solution to problems before they become major issues.
- 2.** If you are not satisfied with the response you have received at this stage you should make an appointment to see the Head-of-Centre, who has day-to-day responsibility for the management of the site. You can contact the Head-of-Centre by telephone or in writing. He/she will listen to your concerns, investigate the matter and then report back to you.
- 3.** If you feel that your approach to the Head-of-Centre has not resolved the issue to your satisfaction, the next person you can discuss the matter with is the Executive Headteacher of the Tameside Pupil Referral Service, Anthony Benedict. He can be contacted on 0161-214-8484. At this stage you will be asked to put your concerns in writing if you have not already done so. The Executive Headteacher will not interfere with the Head-of-Centre's day-to-day management of the unit but will investigate whether your problem has been dealt with in an appropriate manner and report back to you as soon as possible.
- 4.** If you still feel that the issue is unresolved at this point, you can discuss the matter with the Chair of the Management Committee of the Tameside Pupil Referral Service. You can contact the Chair by emailing the Tameside Pupil Referral Service PA at h.holt@tprs.tameside.sch.uk. The Chair will not directly interfere with the Executive Headteacher's management of the Service but will investigate whether your problem has been dealt with in an appropriate manner and report back to you.
- 5.** If you are not satisfied with the outcome at this stage, then you are reaching the point at which your original concern is turning into a complaint about the way matters have been dealt with. If you wish to pursue this complaint you have the right to complain in writing to the Head of School Organisation and Social Inclusion at Tameside MBC. Contact details can be obtained from TMBC customer services.
- 6.** If your complaint is not upheld you can contact the Local Government Ombudsman, who investigates complaints about "maladministration" i.e. cases where the recognised complaints procedure has not been properly used. If the Ombudsman decides to investigate your complaint, you could wait up to 6 months to hear the result of the investigation. A complaint form can be obtained from your local library or Citizen's Advice Bureau.

If you feel the LEA has acted unreasonably or illegally in coming to their decision you can complain to the Secretary of State for Education and Skills. If you feel this to be necessary, you will need to write to the Secretary of State, who will then investigate your complaint and let you know the result. This process could take up to 6 months or more.

Reference to the Local Government Ombudsman or Secretary of State will only occur under very extreme circumstances.

The vast majority of concerns and complaints will be dealt with by staff and managers in the Service. Please remember that they, like you, only want to achieve the best they can for the children in their care.

In addition to these general complaints procedure there are a number of other statutory procedures which relate to specific aspects of the education system. These may need to be followed if you have concerns about the following:

- (a) the curriculum and related matters
- (b) exclusion of your child from the Service
- (c) the assessment of your child's special educational needs

If you require more information about any of these procedures, you should contact Directorate of people at Tameside MBC on 0161 342 8355.