

## **The Garden School Complaints Procedure**

If you have a concern or complaint this should be raised with a member of school staff either in person, by telephone or in writing. You will be given the opportunity to discuss your concerns informally with the appropriate member of staff.

However, if you wish to make a complaint about a particular member of staff, you should initially make your complaint to the Head of School. You may need to make an appointment to discuss these concerns further.

### **Informal complaints**

Where possible, complaints should be resolved informally. In this instance we recommend that a meeting is arranged to discuss your concerns. At this stage:

- You may wish to bring a friend to any discussion
- The member of staff dealing with the concern should make sure that you are clear as to what action (if any) or monitoring of the situation has been agreed. Staff will keep bullet points of meeting and actions agreed.
- Where no satisfactory solution has been found, you should be informed that you can consider making a formal complaint in writing to the Headteacher who will process matters to stage 1 on the complaints procedure, the formal complaints process can be found below.

### **Formal Complaint**

Hackney Learning Trust has no formal responsibility for resolving complaints regarding the services provided by schools. The school has adopted the model complaints procedures.

Please note that complaints about service provided by the school fall outside of the London Borough of Hackney complaints procedure.

### **Help and advice with your complaint**

Although Hackney Learning Trust has no formal responsibility for resolving school complaints, officers in the Administrations and Pupil Benefits Team can provide advice and guidance to schools and parents on complaints. You can telephone them on 02088207402

### **Safeguarding**

Any complaint brought to the attention of the Headteacher that suggests that a child has been at risk of significant harm through violence, emotional abuse, sexual



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interference or neglect may be referred without further notice to Hackney Social services and/or to the social services authority for the area in which the child lives.

If a social services authority decides to investigate a situation this may postpone or supersede investigation by the Headteacher of Governing body.

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**School Complaint form (for stage 1 complaints)**

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further, please complete this form and send it to the Headteacher. {If your complaint is against the Headteacher you will need to send the form to the Chair of the Governing Body}

**Your Name:**

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**Address:**

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**Post Code**

**Telephone Number  
(Home):**

**Telephone Number (Day):**

**Telephone Number  
(Mobile):**

**Name of Child**

**Date of Birth of  
Child**

**What is your complaint about and what would you like the Headteacher to do?**



*Continue on a separate sheet as necessary*

**When did you discuss your concern/complaint with the appropriate member of staff?**

*Continue on a separate sheet as necessary*

**What was the result of the discussion?**

*Continue on a separate sheet as necessary*

**Signed:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

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