Support for Parents and Carers

You may be accompanied by a friend or relative to speak on your behalf or help present your case.

Full complaints Procedure

A full copy of the Complaints Procedure is available in school. Please feel welcome to ask at the school office for a copy. Please let us know if you would like this leaflet translated and we will do our very best to help.

Working together achieves more

By working together we can make sure that your child gets the best education!

Useful Contacts
Our School
Hunslet Moor Primary School
Fairford Avenue
Leeds
LS11 5EL
Tel: 0113 271 7257

Head Teacher – Mrs Hannah Williams
Chair of Governors – Mr Jason Waddington
Designated Governor for Complaints: Mr Jason Waddington

Our Local Education Authority
10th Floor West
110 Merrion Centre
Leeds
LS2 8DT
Tel: 0113 222 4414

Hunslet Moor Primary School

COMPLAINTS PROCEDURE 2026/27

Headteacher
Mrs Hannah Williams

School Tel no: (0113) 2717257

A GUIDE FOR PARENTS/CARERS

Our aims:

At Hunslet Moor Primary School we believe that every child has the right to the very best educational experience.
This leaflet has been written to help Parents and Carers to understand their rights and know how to get support if they need it.

Rights and Responsibilities

Every child and Parent or Carer has the right to:

- Expect the best from their educational experience
- Be heard when they want to talk about something
- Ask questions about what happens in school

We all have a responsibility to:

- Listen to each other and keep an open mind
- Treat other people with respect
- Share our thoughts in a calm voice
- Get to know each other and build positive relationships so that we can work well together for our children

What is a complaint?

Sometimes things happen which make children or parents unhappy. It is important the parents/carers feel able to raise concerns.
In most cases, concerns and complaints can be resolved by talking to staff at the school. However there may be times when parents may wish to raise a more formal complaint.

How to raise a concern or make a complaint

It is important to follow this system to make sure your concerns can be followed up properly.

1. **Tell a member of staff in school (Informal Stage)**
Speak to somebody in school about any concerns you may have. We welcome any thoughts from you and will be happy to answer any questions. A Class Teacher may ask you to come back after school when they are not teaching the class but will speak to you within 10 working days.

2. **Write to the Head Teacher (Formal Stage One)**
If you choose to write to the Head Teacher(s), you can expect a response within 3 working days (from when the Head Teacher receives the letter). This will explain how your concern will be dealt with or investigated. You will get a full response within 15 days and any delays will be communicated with you. The full response will outline how the investigation was carried out and any decisions reached. Some information may be confidential and will not be shared. This is to protect the professional rights of all staff and at all times maintain good working relationships with our community.

3. Appeal to panel of Governors (Formal Stage Two)
If parents are not satisfied with the response from the Head Teacher(s) at Stage One they may write to the Chair of Governors. This must be done within 10 working days of receiving their response from the Head Teacher.
The governing panel will meet within 20 days of receiving the complaint and set a date for the appeal hearing. They will look at how the complaint was investigated and handled by the school. The decision of the panel is final and will be shared in writing with the Head and the person making the complaint within 3 school days.

What if I feel my complaint has not been dealt with fairly?
You may ask the Local Education Authority to examine the process that has been followed.

A further stage of appeal can be taken to the Secretary of State for Education and Skills, but only on the grounds that the governing body or local Education Authority is acting or proposing to act unreasonable or illegally.