



## QUERIES AND CONCERNS@FRIARS

### A STEP BY STEP guide

You can talk to us at any time about anything. We love to hear about all the positive experiences your children are having at Ysgol Friars but we know that there will be times when you need to let us know about problems too. This is a guide for parents on what to do in those situations.

#### **If you need to talk to somebody about a minor concern or a day to day query:**

- 1) Contact the school (01248 364905) and ask to speak to the Year Team Leader (Head of Year) or the Deputy Year Team Leader.
- 2) You can also email them on the addresses below depending on the year group your child is in:

For YEAR 7 email: [feedbackyr7@friars.gwynedd.sch.uk](mailto:feedbackyr7@friars.gwynedd.sch.uk)

For YEAR 8 email: [feedbackyr8@friars.gwynedd.sch.uk](mailto:feedbackyr8@friars.gwynedd.sch.uk)

For YEAR 9 email: [feedbackyr9@friars.gwynedd.sch.uk](mailto:feedbackyr9@friars.gwynedd.sch.uk)

For YEAR 10 email: [feedbackyr10@friars.gwynedd.sch.uk](mailto:feedbackyr10@friars.gwynedd.sch.uk)

For YEAR 11 email: [feedbackyr11@friars.gwynedd.sch.uk](mailto:feedbackyr11@friars.gwynedd.sch.uk)

For YEAR 12 email: [feedbackyr12@friars.gwynedd.sch.uk](mailto:feedbackyr12@friars.gwynedd.sch.uk)

For YEAR 13 email: [feedbackyr13@friars.gwynedd.sch.uk](mailto:feedbackyr13@friars.gwynedd.sch.uk)

- 3) If the Year Team leader is unavailable, give the receptionist a brief account of the issue and leave a contact number or email address and the receptionist will email them and ask them to contact you.
- 4) Once the query has been resolved or the matter has been investigated, the Year Team leader or one of the pastoral team will phone you and explain the outcome. They may invite you in for a meeting to discuss it.
- 5) Hopefully, the matter will be resolved in this way but if you are still unhappy or the matter persists, you are welcome to make a formal complaint in writing for the attention of the School Complaints Officer, Mrs. Jackie Street.

**We will try to resolve all concerns informally in the first instance.**



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**If you have a serious concern or a problem which has not been resolved informally, then you need to make a formal complaint in the following way:**

- 1) Write a letter or an email and send it to the school, marked for the attention of Mrs. Jackie Street, Assistant Head who is the School Complaints Officer.
- 2) You may email the following address but make sure you write COMPLAINT as the subject matter so that it is passed to Mrs. Street immediately:

[pennaeth@friars.gwynedd.sch.uk](mailto:pennaeth@friars.gwynedd.sch.uk)

- 3) Please give us as much detail as possible and provide specific information which can be investigated and considered.
- 4) Complaints should be made promptly, preferably within ten school days of the incident
- 5) Mrs. Street or one of the office staff will acknowledge receipt of the complaint and we aim to resolve your complaint within ten days. However, due to busy school life, this is not always possible.
- 6) If you wish to meet with Mrs. Street to discuss your complaint, we are happy to arrange a meeting at a time that is convenient for you and us. You may bring someone with you if you ask in advance.
- 7) Mrs. Street will investigate the complaint. She may check SIMS (the school information management system) or exercise books or collect statements from staff and pupils.
- 8) Mrs. Street will write a report and decide whether the complaint is founded, unfounded or not proven. She will log her report and pass a copy to the Head teacher. You should be informed of the outcome of the complaint. This could be in one of the following ways:
  - i. A phone call or email from Mrs. Street
  - ii. A letter from either Mrs. Street or the Head teacher.
  - iii. A meeting with the Mrs. Street and/or other members of the senior management team.



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#### **If you are unhappy with the way Mrs. Street has carried out the investigation or with the outcome, you should:**

- 1) Write to Mr. Foden, the Headteacher and tell him about your concerns or dissatisfaction regarding the investigation
- 2) Mr. Foden will write to you within ten school days to say he has received your letter.
- 3) He will ask another member of the Senior Management Team to investigate and aim to inform you of these findings within ten school days.

#### **If you are still unhappy with the outcome of the investigation or your complaint is against the Headteacher, you should:**

- 1) Write to the Chair of the Personnel Committee of the Governing Body.
- 2) The Clerk to the Governors will write to you within five school days to say they have received your letter.
- 3) The Chair may decide to deal with the matter him/herself or may decide on a hearing.
- 4) If he/she decides on a hearing, it will be arranged within fifteen school days of when the Chair receives the complaint.
- 5) You and the Headteacher may attend the hearing.
- 6) The committee will consider all the evidence submitted and then come to a decision in private.
- 7) The committee will decide whether the complaint is upheld or not and what recommendations or actions are needed.
- 8) The committee will write to you and inform you of the decision within five days.

#### **Points to note:**

- The person who investigates a complaint should not be responsible for making a final judgement on the actions of any member of staff you've complained about. This would usually be the Head teacher so that is why the Head teacher will pass formal complaints on to the Complaints Officer to investigate.



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- Where the complaint is against the Headteacher, it will be investigated by the Chair of the Personnel Committee of the Governing Body.
- Where the complaint is against the Chair of Governors, it will be investigated by the Vice Chair.
- Complaints against the whole Governing Body will be forwarded to the Local Education Authority by the Clerk.

**PLEASE CONTACT THE SCHOOL IF YOU WISH TO HAVE A WELSH VERSION OF THIS LEAFLET OR A COPY OF THE FULL COMPLAINTS POLICY.**

**THE POLICY IS ALSO AVAILABLE ON OUR WEBSITE.**

### TALKING TO US

The email addresses below can be used to:

- tell us positive things about the school
- feedback to us after parents' evenings or reports
- communicate with us if you have missed a parents' evening or did not manage to speak with a certain teacher at parents' evening
- share your thoughts on a particular issue or an idea for improving the school

For YEAR 7 email: [feedbackyr7@friars.gwynedd.sch.uk](mailto:feedbackyr7@friars.gwynedd.sch.uk)

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