

For parents and carers

Giving feedback or making a complaint at Ashcroft

Giving feedback

The wellbeing of students our priority. So we need to know what is working well and what is not.

We're committed to listening and learning from the experiences of our students and their families.

You can share your thoughts on your child's progress or make recommendations on how we can improve things.

We always take the time to consider your views.

If you have feedback that you would like to share with us, you can speak to a member of staff or write to me, the headteacher.

Eileen Sheerin
Ashcroft School
Schools Hill
Cheadle
SK8 1JE

If you have suggestions for how we can improve our support we will let you know what steps we are going to take.

Making a complaint

Most of the time issues can be resolved by speaking to a member of staff at school.

This is called stage 1: discussion

If you have any concerns please raise them with your child's teacher. You can do this in a handover call or a meeting. But you can also call us any time during the school day.

Your complaint will be logged and you will get a response in 5 working days from the school and the Together Trust central office.

We always try to resolve any issues at stage 1. But sometimes complaints need to be dealt with formally, for example:

- if you're not happy with the outcome of your complaint
- if you have a serious complaint
- if it is about a member of our senior leadership team

This is called stage 2: school investigation

In these cases you will need to write to the headteacher. Their details are in this booklet and on our website www.togethertrust.org.uk/ashcroft

When we receive your formal written complaint the headteacher will reply in 7 working days and investigate your concern.

The headteacher might want to meet with you. If the complaint is about a member of staff they will need to meet with the person it is about.

You will receive a letter in 20 working days or less with the result of the investigation.

If you feel that your complaint has not been dealt with it will move to stage 3.

If your complaint is about the headteacher it will also go to stage 3.

At this stage we will let you know how to contact your local authority and how to get support when you make your complaint. For example you can get in touch with your local parent partnership service for support.

Stage 3: Governing body investigation

At stage 3 the chairman of the governing body will speak to the service director and the Together Trust complaints officer. They will decide if someone independent needs to look at your complaint or if the Together Trust can investigate.

You will get a letter with the result of the investigation in 20 working days. If your complaint is about a person they will also be told about the outcome.

After the investigation has finished you might be asked to meet the service director and investigator. In this meeting you will get to talk about the result and any suggestions they have made.

If you are not happy you can appeal the result by writing to the chairman of the governors.

This is called stage 4: independent appeal

At this stage the chairman of the governors will ask the chief executive of the Together Trust to make an appeals panel.

The panel will be made up of 3 people who have not dealt with the complaint before:

- a panel member
- a governor of the school
- a person who is not connected to the Together Trust

You will be able to write to the panel to explain why you are appealing and speak to the panel in person. You can bring a friend or a representative such as someone from an organisation like your local parent partnership.

At the appeal panel they will decide if the school and the Together Trust have done everything they can to put things right. Or if something else needs to happen.

The panel can make suggestions about what else can be done to resolve your complaint or any changes that need to happen in school procedures.

Stage 4: final outcome

The appeal panel decision is final. The result and any recommendations will be sent to you. The decision will also be sent to:

- the headteacher
- service director
- chairman of the governing body
- chief executive of the Together Trust

The school and the Together Trust will take action on the panel decision and carry out any recommendations that can be made.

This is a summary of our compliments or complaints policy.

If you would like to read the full policy please contact the school.

Confidentiality

Your feedback or complaint will be dealt with confidentially. We follow guidance for dealing with complaints from the department for education.

All formal complaints are logged and reported to the governing body, chairman of the governors and trustees in a yearly report.

Contact details

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Chairman of governors
c/o Clerk to the governing body
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Service Director
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