



Policy:

SCHOOL COMPLAINTS PROCEDURE

This policy was last reviewed on: 23/9/19

To be reviewed subsequently on: SEPTEMBER 2020

Signature..... *Lee McEae* (Chair of Governors)

Print name..... LEE MCEAE Date:..... 23/9/19

Signature..... *S Phillips* (Head teachers)

Print name..... SAM PHILLIPS Date:..... 23/9/19



School complaints procedures taken from Northampton County Council (reviewed in line with LA)

Three stages involved in raising concerns or making a complaint
Sometimes things happen which make children or parents unhappy. It is important that parents/carers feel able to raise concerns.

In most cases, concerns and complaints can be resolved by talking to staff at the school. Sometimes parents may wish to raise a more formal complaint.

Typically there are three main stages involved in raising concerns or making a complaint.

Stage 1 - Initial approach

It is important that parents contact the school first with their concerns and talk to a teacher or a senior leader. Most problems can be sorted out in this way easily and informally.

Stage 2 - raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing to:

- the headteacher
- or chair of the Governing Body if you have already spoken to the headteacher

The headteacher (or nominated member of staff), or the Chair of Governors will investigate your complaint, Governor contact details are available in the school office.

After they have looked into the issue, you may be asked to meet with the head teacher or chair of governors or you may get a letter explaining the school's response. If the complaint is about the headteacher Chair of Governors should be contacted.

Stage 3 - Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing. You will be given the opportunity for your complaint to be heard by a panel of governors.

You will be asked to meet with the panel and explain your case. The panel will listen to you and the headteacher, and will inform you in writing of their decision.

Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer to sort out. The school will let you know how a complaint is being addressed and when you can expect to hear from them.

Other types of complaints

The following types of complaints about education are dealt with in different ways. There are special arrangements under the Education Acts if you want to appeal or complain about:

- admission to schools
- exclusion from school
- school re-organisation proposals
- special education provision
- religious education and collective worship
- national curriculum issues

Please contact the school office for more information