Complaints Procedure

Have you spoken to member of staff about your worry or concern?

No → It is in everyone's interest that concerns are resolved at the earliest possible stage. We hope most issues can be resolved informally. **Please raise your concern with your child's teacher or an appropriate member of staff.**

Yes → If your concern **has not** been resolved, make an appointment to speak to one of the Co-Head Teachers who will address and resolve your concern.

If your concern has still not been resolved, or the matter is too serious to be resolved informally you must follow the **formal complaints procedure** within **3 calendar months of the incident**.

STAGE 1

Fill out the complaint form of the policy at **Appendix 1.**

Who is your complaint about?

The Head Teachers → Take the form to the school office or send it by post/email. Address the envelope/email to the **Clerk to Governors** marked 'Private and Confidential'. The Chair of Governors/a nominated governor will investigate.

A member of the Governing Body → Take the form to the school office or send it by post/email. Address the envelope/email to the **Clerk to Governors** marked 'Private and Confidential'. A nominated governor will investigate.

The process

The complaint will be acknowledged in writing within **5 school days** stating it will be investigated.

Investigation
The investigator will clarify the nature of the complaint and interview those involved if necessary.

Resolution
Within **10 school days** of the acknowledgement of the complaint, the investigator will give the outcome and decision of the investigation in writing to both parties. If this can not be done, they will provide an update in writing with a new response date.

The Investigator will advise you how to escalate your complaint should you remain **dissatisfied** with the outcome of Stage 1.

STAGE 2

Fill out the form of the policy at **Appendix 2.**

Take the form to the school office or email it or send it by post **within 15 school days** of receiving the decision in Stage 1. Address the envelope/email to the **Clerk to Governors**. For email use the contact details in the policy.

The clerk will send you a written acknowledgement **within 5 school days** of receiving your submission

The clerk will arrange for 3 governors to form a 'committee' to consider the Stage 2 complaint

The committee will write to you and invite you to send further written evidence. They will let you know if they will meet you in person or make a decision using your written evidence

If a meeting is held, the aim is it will take place **within 20 school days** of the committee receiving your Stage 2 complaint. You may call a witness, and you may bring a friend or supporter to the meeting.

You will be informed of the outcome of the committee meeting **within 10 school days** of the meeting taking place.

There is no further appeal after this stage. If you remain dissatisfied, you may contact the Department for Education. See Complaints Policy for details.