



Complaints Procedure and Timescale

STAGE	DESCRIPTION	Recommended number of school day(s) after receipt of complaint
INFORMAL		
1	Parent discusses concerns with class teacher	As soon as possible
2	If parents are still unsatisfied a meeting may be arranged between headteacher or designated member of staff and parent/s	10 days
FORMAL		
1	Acknowledgement by headteacher of receipt of a written complaint (if a parent has made an oral complaint, this would not apply)	Within 3 days
2	Investigation by headteacher or designated member of staff, which would normally include a meeting with the parent/s.	Within 7 days or at a mutually agreed time
3	Headteacher or designated member of staff sends written notification of the outcome of the investigation to the parents. The parents are told that if they are not satisfied they may send a written complaint to the Chair of the governing body. The headteacher may wish to refer the matter to the Chair of the governing body.	Normally within 10 days
4	Chair of the governing body, or a designated governor, acknowledges receipt of a written complaint, saying the matter will be investigated and indicating timings. The complaint is investigated.	Within 3 days Normally within 10 days
5	Chair of the governing body sends a summary of findings and a decision to the parents. The parents are told that if they are not satisfied that they may ask the matter to be referred to the governors' Complaints Committee.	Within 5 days of receipt of chair's letter
6	Governors' Complaints Committee considers the complaint. Complaint and head's report of investigation sent to all parties 5 days before the meeting.	Within 15 days of the referral in 3 above
7	Decision of governors' Complaints Committee notification to parents	Within 2 days of meeting



Expressing A Concern: Note For Parents

If you have a concern

- We would like you to tell us about it so that we can talk with you and see how best to remove your concern. We welcome suggestions for improving our work in the school.
- Whatever your concern, please know that we shall treat it as being strictly confidential.
- Be assured that no matter what you want to share with us, our support and respect for you and your child in the school will not be affected in any way.
- Please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.
- After hearing your concern, we shall act as quickly as we can. Please allow time for any action we may take to be effective.

What to do first

- Contact your child's class teacher and arrange time when you can discuss your concern.
- It may be possible for you to see the teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

What to do next

- If you are still unhappy, ask for an appointment with the Headteacher. If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment.
- After discussion with the Headteacher you may have to wait a short time while investigations are carried out.
- Every effort will be made to resolve the situation as quickly as possible and the Headteacher will send you a written response.

If you are still unhappy

- The problem will normally be solved by this stage. However, if you are still not satisfied and may wish to write to the Chair of the governing body.
- The Chair of the governing body will probably discuss the matter with the Headteacher and may arrange for a further investigation. S/he will then write to you to say what s/he has decided to do in response to your complaint.

Further action

- The Chair of the governing body, or you, may ask for your complaint to be heard by the Complaints Committee of the governing body.
- The Complaints Committee would listen to you, to the Headteacher and others involved and come to a decision.

Reviewed and Approved by:

Governing Body

Date: 20th Sept 2017

Chairman of Governors signature:

Brian Hilton

Date: 20th Sept 20