



School Complaints- Procedure to be followed by Parents or Carers

Information for Parents

1 Stage One

Stage 1-Raising a concern with the class teacher

Many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher. If the teacher is unable to resolve the concern, the parent, carer or pupil should contact the Head Teacher-see stage 2.

The person who receives the complaint should attempt to work with the family to resolve the complaint informally. This may involve

- Mediation and conciliation
- Explaining policies or decisions
- Helping the pupil to express their views to another person
- Review of educational provision
- Review of support services

Most complaints will be dealt with in this way.

2 Stage Two

Stage 2-Making a complaint to the Headteacher

If the pupil, parent or carer is not satisfied with the outcome of the informal discussion with the Class teacher, they may wish to make a formal complaint. This should be done in writing to the Head Teacher on the School's Complaint Record Form available in the school office. After investigating the complaint the Headteacher will discuss the outcomes with the parent or carer.

If the complaint is about the Head Teacher, or if the problem is not resolved, the matter should be referred to the Chair of Governors of the school, in a letter addressed to the Chair of Governors and given to the school secretary.

The school and its governors have a duty in law to act properly and investigate complaints impartially. Once investigations are complete the person making the complaint should receive a written response from the school.

3 Stage Three

Stage 3- Complaining to the Governing Body Complaints Panel

Pupils, parents and carers who are not satisfied with the outcome of the investigation and wish to pursue a complaint regarding a school issue can refer the complaint to a review committee of Governors, known as the Complaints Panel. This can be done by writing to the Chair of the Governing Body. The aim of the panel is to establish any areas of agreement and identify actions that can be taken to resolve the complaint.

4 Stage Four

Stage 4-What to do if stages one, two and three have already been followed

If all other attempts to resolve the complaint have been unsuccessful the pupil, parent or carer may refer their complaint to the Local Government Ombudsman or Secretary of State for Education.

Complaints made other than in accordance with the procedure

Sometimes a complainant may be unfamiliar with, or unaware of, the complaints procedure; sometimes they may choose to take their complaint straight to Governors or other parties, such as the diocese or the Local Authority. In every such case, the above procedure must be strictly adhered to, and the complaint redirected to its proper stage in the procedure. If the complaint is directed to other authorities they will ascertain whether the local or school procedure, outlined above, has been followed and if not will redirect the complaint to the school.

Useful Addresses

Local Government Ombudsman –

PO Box 4771, Coventry CV4 0EHTel: **0300 061 0614**

www.lgo.org.uk

Secretary of State for Education -

Department for Education

Sanctuary Buildings, Great Smith Street, London, SW1P 3BT

Tel: 0370 000 2288

Typetalk: 18001 0370 000 2288 Fax: **01928** 738248

E-mail/web: via the 'Contact us' page on the DfE website

<http://www.education.gov.uk/help/contactus/df>

School Complaints Procedure

