

Complaints Procedure

The Local Authority has an established procedure for dealing with complaints about a school.

As a school we hope that any parents with concerns about any areas will discuss them with us first to give us the opportunity of addressing the issues, however if you remain unsatisfied with the arrangement the school makes for your child's education please follow this procedure:

Stage one

If you have a complaint about a school matter, please inform the Head teacher straight away. With the help of appropriate members of staff, the matter will be investigated, and hopefully settled in this informal way.

You will be asked if you are satisfied with the conclusions.

It is felt that this is the most important and useful stage for overcoming problems and it is anticipated that few complaints will need to pass on to more formal procedures.

Stage two

If you are not satisfied by stage one you may take your complaint to a sub-committee of the Governors.

You will be asked to put your concerns in writing, and you may also attend a meeting to put your views in person if you wish.

You may bring a friend to this meeting.

Your complaint will be fully investigated and the Governors' decision sent to you in writing.

Stage three

Should it not prove possible to reach a satisfactory conclusion by these means, the matter would be referred to an independent panel consisting of a County Councillor, a Governor and a Parent, none of whom would have a connection with the school or the complaint.

The person making the complaint and the school each have opportunity to put their case and the decision of the panel is binding to both parties.

Stage four

If you feel the matter is still not settled, you may take your complaint to the Secretary of State for Education.

The document outlining the procedures for complaint in more detail is available for inspection at local libraries, on request from school, and directly from the DCFS