Complaints Procedure

Excellence Without Compromise

A simple guide for parents

Our fullComplaints Policy can be found on our school website

TALK TO US AS SOON AS POSSIBE

Raising a concern early gives us the opportunity to listen and try to put things right.We want to resolve concerns quickly, fairly and respectfully.

STAGE 1 | START HERE: TALK TO A MEMBER OF STAFF

In most cases, begin by speaking to the Class Teacher or Assistant Headteacher, they are most likely best placed to help. Following this it would be the Deputy Head and then the Headteacher.

If your concern has not been resolved within 10 working days, we will ask whether you wish to take it further.

STAGE 2 | FORMAL COMPLAINT

If you remain unhappy, write to the Headteacher. Explain what happened and what you feel would resolve the matter. You will receive an acknowledgement within 3 working days and normally a written response within 10 working days.

If your complaint is about the Headteacher or a governor, write to the Chair of Governors instead.

STAGE 3 | GOVERNORS' COMPLAINTS APPEAL PANEL

If the matter is still unresolved, write to the Clerk to the Governing Body and ask for a panel hearing. The panel will normally meet within 20 working days of receiving your request. You may bring a friend.

The panel will consider the complaint impartially and normally send its decision in writing within 15 working days of the hearing.

The panel is the final stage of the school's process. Once the school process is complete, you may contact the Department for Education if you believe the school has not followed its complaints procedure properly.

IF YOU ARE WRITING TO US, PLEASE INCLUDE:

What happened: Explain what your complaint is about.

What you have tried: Tell us the steps you have already taken.

What would help: Explain what you feel would resolve the issue.

Useful information: Include any relevant documents or details.

SUPPORT, PRIVACY AND RESPECT

You can bring a friend or relative when discussing a concern or attending a hearing. Please let us know if you need support to take part.

We keep records of formal complaints and handle information confidentially, sharing it only with those who need it.

We will make reasonable efforts to help everyone access the process.

We ask everyone to treat one another with courtesy and respect. Where behaviour is threatening, abusive or persistently unreasonable, the school may take steps to protect staff and the school community while continuing to consider any legitimate complaint.