

School complaints system

Under Section 23 of the Education Reform Act 1988

For all complaints or concerns, parents (and others) are encouraged to raise them initially with the Headteacher, who will be able to discuss them immediately or at a mutually agreed time.

Should it not be possible to resolve any complaint or concern satisfactorily in this way, the complaint should be put in writing and sent or given to the Headteacher. If you would like assistance in setting out your complaint, the school will, if asked, help you to do this, facilitating access to translation services where necessary. The school then promises to deal with your complaint as follows:

- formally acknowledge it within 5 working days
- tell you the name of the person looking into your complaint
- respond to it within twenty school working days or, if it is not possible to give you a complete answer, tell you what is being done to investigate and how long it is expected to take
- tell you if it has to be dealt with under a special procedure

If you are not satisfied with the outcome of your complaint, you can write to the Chair of Governors, c/o the school.

The Complaints Committee on behalf of the Governing Body may be requested to meet to consider what you have to say. Should you still not be satisfied and want to take the matter further, you will be told who else you can write to at that stage.

This procedure follows all of the Local Authority's recommended protocols.