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## **General Complaint procedure for Stretton Handley Church of England Primary School**

Any problem or concern should be raised promptly with the class teacher or member of staff responsible for the area or action you are concerned about. Please do not interrupt lessons or approach teachers at busy times e.g. start of school day. If your concern is more serious you may prefer to make an appointment to discuss it with the headteacher. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the headteacher or relevant member of staff.

### **Stage 1 (Headteacher)**

If you are dissatisfied with the response of the member of staff (or the headteacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the headteacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The headteacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the headteacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the chair of governors (stage 2).

### **Stage 2 (Chair of Governors)**

If you are not satisfied with the headteacher's response, you may contact the chair of governors. The chair's name, and how to contact him/her, is published in the school brochure and on the website, but it will also be available from the school office.

The chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the headteacher. At the end of this stage the chair will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.

If you are not satisfied with the chair's response at the end of stage 2, the complaint can be referred to the governing body by writing to the chair or clerk to the governing body. The governing body will ask a small panel of governors to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting.

For most complaints the decision of the governors is the last step in the procedure.

There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences –

You may complain either to the LEA or the Governing Body in the first instance.

The complaint will be investigated by whichever of these is responsible for the matter

complained about.

The Governing body will inform both the complainant and the LEA of the outcome of its investigation.

There is a right of appeal to the LEA, and then to the Secretary of State.

For Aided Schools, there is a right of appeal to the Diocese on matters of RE and Collective Worship.

If you are in doubt whether your complaint comes into this category, or would like a copy of the full procedure for complaints relating to the school curriculum, please contact the Derbyshire LEA.

In general, internal school matters are the responsibility of the school governing body. However, you may have a complaint which relates to something which is the Local Authority's responsibility.

The LEA will provide advice to parents and schools on best practice procedures for dealing with complaints. The LEA will, where appropriate, check to make sure that the complaint has been reasonably dealt with. Where required, LEA officers may play a role in helping schools to investigate and resolve particular complaints.

### **School admissions and exclusions**

Separate complaint and appeal procedures exist for these matters, and appropriate information is available on request from the school.

### **Special needs**

There is a separate appeal procedure for these matters, and appropriate information is available on request from the school.

### **Complaints against school staff**

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

### **Other contact details**

School office .....01246 590418

Chair of Governors - Mrs Margaret Gill

Please mark letters private and confidential for attention of Chair of Governors and hand in to school office or a member of staff or a governor.