

HUNDON CP SCHOOL

Complaints Procedure for Parents and Carers.

Raising a concern about a school or your child's education.

Schools are required under the Education Act 2002 to have a procedure for dealing with complaints relating to the school. At present all schools in Suffolk have adopted the county council's model procedure.

The purpose of the procedure is to resolve complaints brought against Suffolk schools. The procedure explains how to make a complaint and what to expect from the school in response. It also tells complainants what they can do if they are unable to settle the complaint with the school.

In practice, the procedure is as follows:

- the person making the complaint should contact the school to lodge their complaint;
- a member of school staff [class teacher in first instance, then Headteacher] will meet or speak with the person making the complaint. They will undertake an investigation into the complaint and try to reach a resolution

If the school fails to resolve the complaint:

- an officer from the local Area Education Office will then ask the complainant what outcome they are seeking and then decide on the level of investigation;
- for most complaints, the officer will check that a thorough investigation has been fairly undertaken by the school and that the school has responded appropriately, although there may be some instances where it is appropriate for the county council to conduct a further investigation, including interviewing the complainant and witnesses;
- the complainant can write to the Local Area Education Office Authority;
- the complainant will receive a written response from the council, usually within 15 school days.

If the complainant remains dissatisfied, they can ask a committee of the school's governing body to formally consider their complaint.

School Support Officer
Western Area Education Office
West Suffolk House, Western Way
Bury St Edmunds, IP33 3YU
Telephone: 01284 758641

Please note that it is the policy of the school to deal with all complaints as quickly, effectively and informally as possible. And remember:-

When you are pleased with something the school has done - do let them know.