

Mayfield CE Primary School

School Complaints Procedure

September 2015

COMPLAINTS PROCEDURE FLOWCHART

CONCERN OR COMPLAINT RECEIVED

INFORMAL PROCEDURE	SCHOOL ACTION
Informal discussion with the relevant class teacher or other relevant member of staff usually resulting in resolution of the issue. If the complaint is about the headteacher - proceed to <u>Stage 2</u>	The person is informed of the action to be taken to resolve the issue. If they are not satisfied they should be provided with a copy of the school's complaints procedure and information on how to proceed to stage 1.

FORMAL PROCEDURE - STAGE 1	SCHOOL/COMPLAINANT ACTION
The complaint is submitted, either verbally or in writing, to the Head of School.	The Head of School acknowledges receipt within 5 school days and provides a full written response within 15 school days. If the complainant is still wishing to progress the complaint then they may then write to the Executive Headteacher Information is provided to the complainant on how to progress the complaint to stage 2. If the complainant chooses to progress to stage 2, s/he must do this within 15 school days of receipt of the Executive Head's written response.

FORMAL PROCEDURE - STAGE 2	SCHOOL/COMPLAINANT ACTION
A written complaint is submitted to the chair of governors.	The chair, or the person delegated to by him/her, acknowledges receipt within 5 school days and provides a full written response within 15 school days. Information is provided to the complainant on how to progress the complaint to stage 3.

FORMAL PROCEDURE - STAGE 3	SCHOOL ACTION
Complainant writes to the clerk to the governors requesting that the complaint be heard by the complaints panel.	Clerk arranges for complaints panel to meet between 12 and 20 school days from receipt of Stage 3 complaint and informs the complainant of findings within 5 school days of hearing. Information is provided to the complainant on how to progress the complaint to the Secretary of State for Children, Schools and Families and Local Government Ombudsman

FURTHER RECOURSE	
Complainant writes to the Secretary of State for Children, Schools and Families, or the Local Government Ombudsman.	The Secretary of State may intervene if a governing body or the Children's Services Department has acted unreasonably. The Ombudsman only investigates issues of maladministration.

--	--

COMPLAINT FORM

Please complete and return towho will acknowledge receipt and explain what action will be taken.

YOUR NAME:	
PUPIL'S NAME:	
YOUR RELATIONSHIP TO THE PUPIL:	
ADDRESS:	
DAY TIME TELEPHONE NUMBER:	
EVENING TELEPHONE NUMBER:	
PLEASE GIVE DETAILS OF YOUR COMPLAINT:	
WHAT ACTION, IF ANY, HAVE YOU ALREADY TAKEN TO TRY AND RESOLVE YOUR COMPLAINT. (WHO DID YOU SPEAK TO AND WHAT WAS THE RESPONSE)?	
WHAT ACTIONS DO YOU FEEL MIGHT RESOLVE THE PROBLEM AT THIS STAGE?	
ARE YOU ATTACHING ANY PAPERWORK? IF SO, PLEASE GIVE DETAILS.	
SIGNATURE:	
DATE:	
OFFICIAL USE	
DATE ACKNOWLEDGEMENT SENT:	
BY WHO:	

COMPLAINT REFERRED TO:	
DATE:	