



“Always try your best to be your best”.

A Statement of Procedure for Complaints

All complaints made to the school will be taken seriously. In many cases it will be possible for an immediate response to be given. However, if the complaint is of a particularly serious nature and cannot be dealt with immediately, it will be investigated (See Appendix 2) and a response given in the timescales outlined below. Please be assured that every effort will be made by the school to reach an appropriate resolution.

Informal Procedure

If you feel the need for further clarification about concerns it is important to make an appointment to see your child's class teacher, the Behaviour Support Leader or Parent Link Advisor in the first instance. You should expect an appointment within one week of request.

During the meeting the member of staff will listen to your concerns and then give one of two responses:

- An immediate response to your concerns or
- An invitation to a further meeting to take place within 2 weeks. This will give the teacher time to look into the matter you have raised in more detail. At this meeting a response will be given to your concern.

Formal Procedure

If you are not happy with the response you have received through the informal procedure or you feel your complaint is of a more serious nature, it is important to use the school's formal procedure as follows:

- Making a complaint about an aspect of education we provide should be done by contacting the Headteacher or another member of the Senior Management Team by telephone, email or in writing (Appendix 1)
- The school will acknowledge your complaint in person or in writing within 5 working days of receiving it.
- You will be offered an opportunity to talk to the Headteacher or other member of the Senior Management Team in person.
- You may seek support from a friend or advocate if you need help in presenting your complaint.
- If you wish to make a complaint on behalf of someone else you will be required to obtain their agreement in writing to keep matters confidential.
- The school will look into your complaint: they will tell you what they have found and what action they are going to take.
- You will be advised in writing of any action or decision taken within 10 working days of making the complaint.
- If you are not satisfied with the way the school has handled the complaint or with the response, the Chair of Governors should be contacted in writing as follows:

Chair of Governors
C/o Lacewood Primary School
Carr Head Lane
Bolton Upon Deane
Rotherham
S63 8DA





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- The Chair of Governors will acknowledge receipt of a written complaint within 5 working days and inform you of the procedure to be followed.
- The complaint will be investigated within 15 working days of receiving the request.
- The Chair may invite you and the Headteacher to a meeting to hear the issues and to reach a resolution.
- The parent/carer making the complaint may be accompanied by a friend, advocate or professional association representative.

Appeal Committee

If you are not satisfied with the outcome of the investigation you may appeal to an appeal committee of the Governing Body. The decision of the appeal committee is final.

Referral to the Secretary of State or Local Government Ombudsman

If you feel that the Governing Body has failed to discharge its responsibilities or is acting/ proposing to act unreasonably, complaints can be taken to the Secretary of State for Education and Skills or the Local Government Ombudsman. The Secretary of State may contact the Governing Body or the Local Authority for more information in order to consider the complaint. The Secretary of State and the Local Government Ombudsman can be contacted as follows:

The Secretary of State for Education and Skills
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT
Tel: 0870 000 2288
Email: info@dfes.gov.uk

Local Government Ombudsman for the East Midlands and North of England
Beverley House
17 Skipton Road
York
YO3 6FZ
Tel: 01904 663200

Please note the Ombudsman does not look at internal school management matters and usually expects that thorough attention has been given to the complaint locally before investigation by the Ombudsman.





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Appendix 2

Nature of Complaint		First point of contact
1.	Concern about something that is happening in your child’s class or at the school.	Class Teacher/ morning greeting member of staff.
2.	If you are not happy with the response from the Class Teacher.	Member of the Senior Management Team Deputy Head.
3.	Particularly serious concern about something that is happening in your child’s class or at the school.	Member of the Senior Management Team Deputy Head.
4.	If you are not happy with the response from the Senior Management Team, Deputy Head, Headteacher.	Headteacher
5.	If you are not happy with the response from the Headteacher.	Chair of Governors.
6.	If you are not happy with the response from the Chair of Governors.	Governing Body Appeals Committee
7.	If you are not happy with the Governing Body discharging its responsibilities or feeling that the Governing Body has acted or is acting unreasonably.	The Secretary of State for Education and Skills Sanctuary Buildings Great Smith Street London SW1P 3BT Tel: 0870 000 2288 Email: info@dfes.gsi.gov.uk Local Government Ombudsman for the East Midlands and North of England Beverley House 17 Skipton Road York YO3 6FZ Tel: 01904 663200

