

Owler Brook Primary School

Complaints Policy

Any queries or problems concerning the school or Governing Body, and which cannot be resolved with the Headteacher, can be directed to the chair of governors. A summary of our complaints procedure is given below.

In the first instance please contact your child's class teacher.

- If you are not happy with the response or you feel your concern is of a more serious nature, then you should contact a member of the Senior Leadership Team personally, or in writing.
- The school will acknowledge your complaint within 7 days of receiving it either in person or in writing.
- The school will look into your complaint and tell you what action will be taken, if any. You will be advised of this within 10 days of making the complaint.
- If you are not satisfied with the way the school has handled the complaint or with the response, the next stage is to contact the Chair of Governors via the school office.
- The Chair of Governors will acknowledge receipt of a written complaint as soon as possible.
- The Chair of the Complaints Committee will investigate the complaint within 15 working days of receiving the request.
- If you are not satisfied with the outcome, you may then appeal to an Appeal Committee of the Governing Body. Their decision is final.
- If you feel that the Governing Body has failed to discharge its responsibilities or is acting unreasonably, complaints can be taken to the Secretary of State for Education.

Please note this complaints policy is adopted from the LA Model Complaints Procedure & Guidance for Schools – Nov 2014