

Parental Complaints Policy

Committee with Responsibility for this policy is the Resources Committee	
Policy to be approved by the Resources Committee	
Policy last reviewed by Resources Committee	03/03/2015
Policy adopted by the Full Governing Body	N/A
Policy due for review	03/2017

Villiers High School Parental Complaints Procedure

If a parent is dissatisfied with any aspect of the school's work they should follow the following procedure:

1. Contact the teacher concerned initially to try to resolve the matter.
2. Write to the Headteacher giving details of their complaint. The Headteacher will respond by arranging a meeting to discuss the matter. This will be followed up by a written response after any necessary investigations have taken place.
3. If the parent is dissatisfied with the final written response to the complaint, he/she should write to the Chair of Governors detailing the nature of the complaint and reasons for being dissatisfied with the Headteacher's response. The Chair of Governors will respond to the parent in writing after an investigation is complete.
4. If the parent is still dissatisfied with the outcome he/she can appeal to the Chair of Governors who will set up a committee of three governors to investigate the complaint.
5. If the parent is still dissatisfied with the outcome he/she can appeal to the LEA who will investigate.
6. If the parent is still dissatisfied with the outcome he/she can complain to the Secretary of State for Education.