

Castleton & Glaisdale Federation

Complaints Policy January 2015

Overall Aim of Statement

To establish a procedure for handling complaints.

Specific Objectives, Statements and Procedures

If you have a concern it is important that you raise this with your child's school as soon as possible. Set out below are the steps you should take.

What to do first

Most concerns can be sorted out quickly by speaking with your child's class teacher. The school secretary will be able to help you contact the right person.

If you have a concern which you feel should be looked at by the Headteacher, you can contact him or her straightaway if you prefer. It is usually best to discuss the problem face to face so you may need to make an appointment by contacting the school office. You can take a friend or relative to the meeting if you wish.

If you are still concerned

If you are still concerned following your meeting, you can make a formal complaint to the Headteacher. This should be done in writing. The Headteacher will contact you to discuss the problem and you will usually be invited to a meeting to discuss this further. The Headteacher will then conduct a full investigation of the complaint and may interview any members of staff or pupils concerned. You will receive a written response to your complaint.

If you are still unhappy

If you are still not satisfied, you may wish to make a formal complaint to the governing body. You should write to the Chair of Governors of the school. He or she will try to see if there is a way forward. If he or she is unable to resolve the matter, your complaint will then be heard by a committee of three governors called the Complaints Review Committee. They will have no prior knowledge of the case and will therefore be able to make a fresh, unbiased assessment. You will be invited to attend the committee meeting, accompanied by a friend or relative if you wish, and to put your side of the matter. The Headteacher will also attend to give his or her account.

Is there any further action I can take?

Complaints about school problems are usually settled within the school but in exceptional cases it may be possible to refer the matter to an outside body such as the Local Education Authority or the Secretary of State for Education and Skills. If necessary, the Chair of the Complaints Review Committee will let you have further information.

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