

Briefcase 3

Schools are required to publicise their complaints procedure to parents.
This is a suggested format.

Complaints procedure

If your child has a problem at school we want to know. Here we outline our complaints procedure. We aim to ensure that all our parents are satisfied with their child's education. If you feel that your complaint has not been satisfactorily addressed at any stage then you should take it to the next stage. Please note that if your complaint is about the headteacher you should move to stage 4 if it cannot be resolved through informal methods.

Stage 1 (informal)

Speak to your child's class teacher: _____



Stage 2 (informal)

Speak to your child's phase leader: _____



Stage 3

Make an appointment to speak with the headteacher by contacting: _____

Your complaint will be acknowledged within three school days and a meeting arranged within five school days.



Stage 4

Write a letter to the chair of the governing body. Address your letter to: _____

Your complaint will be acknowledged within five school days. A full written response will be made within 15 school days.



Stage 5

Write a letter to the clerk of governors requesting that your complaint be heard by the Governing Bodies Complaints Panel.
Address your letter to: _____

The panel will meet between 12 and 20 days after receiving your letter. You will be told of its findings within five school days of the hearing.



Stage 5

Approach the LA by contacting: _____



Stage 6

Local Government Ombudsman – to be contacted through: _____ or

Secretary of State: _____