

## **Complaints Procedure**



Have you spoken to member of staff about your worry or concern?

No

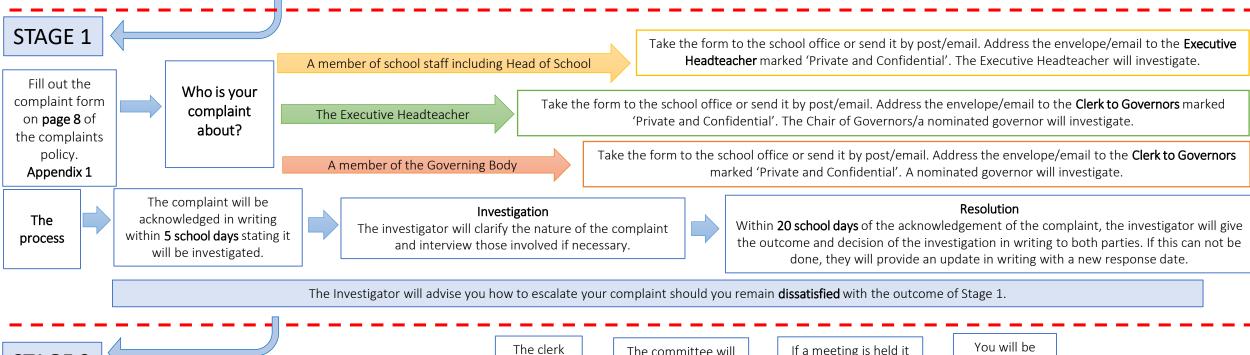
Yes

It is in everyone's interest that concerns are resolved at the earliest possible stage. We hope most issues can be resolved informally.

Please raise your concern with your child's teacher or an appropriate member of staff.

If your concern has not been resolved, make an appointment to speak to the Executive Headteacher who will address and resolve your concern.

If your concern has still not been resolved, or the matter is too serious to be resolved informally you must follow the formal complaints procedure within 3 calendar months of the incident.



## STAGE 2

Fill out the form on page 10 of the complaints policy. Appendix 2 Take the form to the school office or send it by post within 15 school days of receiving the decision in Stage 1.

Address the envelope/email to the Clerk to Governors

The clerk will send you a written acknowledgement within 5 school days of receiving your submission

will arrange for 3 governors to form a 'committee ' to consider the Stage 2 complaint

The committee will
write to you and
invite you to send
further written
evidence. They will
let you know if they
will meet you in
person or make a
decision using your
written evidence

If a meeting is held it will take place within 20 school days of the committee receiving your Stage 2 complaint. You may call a witness, and you may bring a friend or supporter to the meeting.

informed of the outcome of the committee meeting within 10 school days of the meeting taking place.

There is no further appeal after this stage. If you remain dissatisfied, you may contact the Department for Education. See Complaints Policy for details.