

SCHOOL COMPLAINTS PROCEDURES

SCHOOL PROSPECTUS ENTRY ABOUT COMPLAINTS OTHER THAN THOSE ABOUT CURRICULUM OR RELIGIOUS WORSHIP

We encourage all complaints or concerns, other than those relating to Curriculum or Religious worship, to be raised initially with the Headteacher who will be able to discuss them either there and then or at a mutually agreed time. Should it not be possible to resolve any complaint or concern satisfactorily, in this way, the complaint should be put in writing and sent or given to the Headteacher. If you would like assistance in setting out your complaint the school will, if asked, help you to do this, facilitating access to translation services where necessary. The school will then deal with your complaint as follows: -

- formally acknowledge it within five school working days.
- tell you the name and telephone number of the person looking into your complaint.
- respond to it within twenty school working days or, if it is not possible to give you a complete answer, tell you what is being done to investigate and how long it is expected to take.
- tell you if your complaint has to be dealt with under a separate procedure.

If, when you have received your response, you are not satisfied with the outcome of your complaint you can write to the chair of governors (c/o the school) who will arrange for the governing body's complaints committee to consider what you still wish to say.

Thereafter should you remain dissatisfied and want to take the matter further you will be informed of who else you can write to at that time.

A full statement of the school's complaints policy can be obtained from the school.