

St. Michael's C of E Primary School

ST. MICHAEL'S C of E PRIMARY SCHOOL

GENERAL COMPLAINTS PROCEDURES

FIRST STAGE

Write to or speak with your class teacher about a complaint

If it is difficult discussing the matter with the class teacher, the Headteacher will suggest another member of staff;

If the complaint concerns the Headteacher it will be referred to the Chairman of the Governing Body;

After investigating, a response will be given, where possible, within 7 school days;

If you are not satisfied with the response, you may send a written complaint to the school within 10 school days of receiving the response.

FORMAL Stage 1

Your written complaint should be made on a form (see attached). The school will write to you within 2 school days, where possible, to say they have received your written complaint;

Staff will then investigate;

The Headteacher will then write to you with her decision where possible, within 10 school days of receiving your complaint.

FORMAL Stage 2

If you complain in writing to the Chairman of Governors she will discuss it with the Headteacher before taking any action;

The Chairman will write to you within 2 school days, where possible, and investigate your complaint;

After this the Chairman will write to you within 10 school days, where possible, with her decision.

FORMAL Stage 3

If you are not happy with this decision, you should write to the Clerk to the Governors; The Governing Body Complaints Committee will meet within 20 school days. You, the Headteacher, the Chairman of Governors and the Local Authority Complaints Officer will be invited to attend this meeting at least 10 school days before it happens. This meeting will discuss whether to agree or not with the Headteacher or Chairman's decisions.

Everyone at this meeting will receive in writing the decision and recommendations of the Complaints Committee within 5 school days. The Committee's decision is final.

ST MICHAEL'S C of E PRIMARY SCHOOL
Complaints Form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name.....

Pupil's name.....

Your relationship to the pupil.....

Your address.....

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Day time telephone number.....

Evening telephone number.....

Please give brief details, if any, of what action you have already taken to try and resolve your complaint.
(Who did you speak to and what was the response?)

Please give details of your complain, including dates, names of witnesses etc.