



Woodland Primary School

Complaints Policy

Policy agreed by Governors: October 2016

Lead PersonKirsten Bradley

Review Policy.....November 2016

Making a complaint to your child's school

At Woodland Primary, our aim is to resolve most complaints by meeting with you to discuss the issues and looking for ways to resolve the matter. However, where it is not possible to find a satisfactory solution, it may be necessary for the school governing body to carry out a formal investigation. After an investigation, we write to you about the complaint to inform you of the outcome.

Complaints which may be handled differently

Some complaints may be more appropriately dealt with using other procedures on which the Headteacher will advise you. For example -

- if the protection and welfare of a child is at risk, the Headteacher will take urgent action and follow child protection procedures
- complaints about formal procedures such as admissions to school and special educational needs assessment
- some complaints about the school curriculum or religious education have, by law, to be investigated using a different procedure - a document which outlines this procedure is available from your school
- in rare cases it may be necessary to refer the complaint to the police

How to complain

Stage one: concern heard by staff member

In the first instance you should raise your concerns to the appropriate member of staff, usually the class teacher. Where the concern is about the Headteacher, you should contact the Chair of Governors.

Stage two: complaint heard by Headteacher

If you are not satisfied with the outcome from your discussion with the member of staff, you may refer your complaint to the Headteacher. At this stage you must put your complaint in writing using the Complaint Form D. The Headteacher will forward a copy to the member of staff concerned and investigate the issues raised.

If you are still not satisfied...

Stage three: complaint heard by the Governing Body's Complaints Committee

If the headteacher is unable to resolve the issue you can ask the governing body to convene a meeting of the Complaints Committee to consider your complaint. You should submit this request in writing using the complaint form E and sending it to the Chair of Governors, at the school address.

A meeting of the governing body's Complaint Committee will be convened to consider your complaint and you will be invited to attend to present your case. You will be notified of the outcome within 2 working days.

Only in exceptional circumstances will the Local Authority become involved in a non-curriculum complaint.

Anyone can complain to the Secretary of State for Education and Skills if he or she believes that a governing body is acting "unreasonably; or is failing to carry out its statutory duties properly.

Write to the Secretary of State for Education and Skills.
Department for Education and Skills
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

Tel: 0870 000 2288