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## Danegrove Primary School

### Complaints Policy - 016

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#### IDENTIFICATION

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#### DOCUMENT APPROVAL

Completion of the following signature block indicates that the appropriate parties have reviewed this document and agree with its intent.

<b>Name</b>	<b>Role</b>	<b>Signature</b>	<b>Date</b>
Deborah Metcalf	Headteacher		
Linda Gowling	Chair of Governors		



# **Complaints Procedures**

## **Complaints Procedures**

We trust that your child is happy at this school. On occasions however, a problem may arise. The great majority of problems can be sorted out informally - in person, by telephone etc. If you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make a complaint the procedure is as follows.

### **General Complaints**

- In the first instance the problem will be taken up with the class teacher or head of year.
- If a satisfactory solution is not reached then you may make an appointment with the Headteacher by contacting the school office.

Alternatively you can make a formal complaint in writing to the Headteacher using Complaint Form A.

- If the problem is still not resolved then a formal complaint in writing can be made to the Chair of the Governing Body. Use Complaint Form B which is available from the school office.
- If you consider that the problem has not been resolved by the governing body you have the right to make a complaint in writing to the Chief Education Officer.

### **Other Complaints**

- If your initial complaint is about the Headteacher write to the Chair of the Governing Body.
- If your complaint is about a particular member of the governing body write to the Chair of the Governing Body.
- If your complaint is about the Chair of the Governing Body write to the Chief Education Officer.
- If you consider that the 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.