



Danegrove Primary School

Complaints Policy - 016

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.

Name	Role	Signature	Date
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 using Complaint Form B.
- 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.

Complaint Form A

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

Your Name:	
Pupils Name:	
Your Relationship to the Pupil	
Address	
Daytime Telephone Number	
Please give details of your complaint:	

What action, if any, have you already taken to try and resolve your complaint? (i.e. Who did you speak to and what was the response?)

What action do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official Use Only:

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Outcome:

Complaint Form B

Please complete and return to the Business Manager (Clerk to Governors), who will acknowledge receipt and forward to the Governing Body.

Your Name:	
Pupils Name:	
Your Relationship to the Pupil	
Address	
Daytime Telephone Number	
Please give details of your complaint: 	
What action, if any, have you already taken to try and resolve your complaint? (i.e. Who did you speak to and what was the response?)	

What action do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official Use Only:

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Outcome: