



Complaints Policy and Procedure

Section 23 of the Education Act 1988 allows parents and others to make a complaint if they think that the Governing Body or Local Authority is failing in its duty to comply with the legislation.

From time to time problems may arise in school. As a parent, please do not hesitate to talk to your child's class teacher in the first instance.

If you have any concerns relating to the school and how it operates, please speak to the Headteacher. It is hoped that concerns and complaints can be dealt with initially through these discussions.

This is the formal procedure for dealing with complaints.

There are 3 stages:

- **The Informal Stage** – The complainant should contact the Headteacher or appropriate officer of the Local Authority (the Headteacher will help to identify this person) to discuss the nature of the complaint. Should informal discussions fail to resolve the difficulty, the second stage is:
- **Formal Complaint to the Governing Board** – This involves a written complaint to the Governing Board. If this too proves unsatisfactory, then there may be a need to proceed to the third stage.
- **Formal Complaint to the Local Authority** – This will apply where the first 2 stages have failed to resolve the problem or where the complaint concerns the LA and therefore it would be inappropriate to refer to the Governing Board.

The Local Authority has produced some guidance on procedures to follow for complaints.

Click [HERE](#) for information and to be directed to their website