

## BERESFORD MEMORIAL C.E. (VA) FIRST SCHOOL



### COMPLAINTS PROCEDURE

#### **Introduction**

The main purpose of a complaints procedure is to solve problems and to give parents a means of raising issues and concerns and having them addressed.

#### **Expressing Concern**

Whenever parents have a concern they should come into school or make an appointment to speak to the class teacher. In most cases problems will be resolved at this stage.

If the concern is not resolved at the stage above then the formal stage is entered into which consists of up to 3 stages. The problem may be resolved at any point but if each stage is to be gone through they must be followed in sequence.

#### **Stage 1 – Complaint heard by Staff Member**

Parents meet with a staff member (Deputy Headteacher) by appointment to discuss the problem and try to resolve it. Minutes of the meeting will be kept and held by the Headteacher.

#### **Stage 2 – Headteacher**

Parents meet with the Headteacher by appointment to discuss the problem and try to resolve it. Minutes of the meeting will be kept and held by the Headteacher.

#### **Stage 3 – Formal Complaint to the Governing Body**

The complaints procedure form attached will be completed and given to the Chair of Governors. The Chair of Governors will acknowledge receipt of the written complaint and either investigate it in person or, if necessary, convene a meeting of the Complaints Committee of the Governing Body. If the Complaints Committee is required to meet, then the complainant will be given the opportunity to make representation in person.

The outcome of the complaint will be given in writing by the Chair of the Complaints Committee and the complainant given the opportunity to discuss the response. The letter will explain if there are any further rights of appeal and, if so, to whom they need to be addressed. The aim of the investigation or review will always be to

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resolve the complaint and achieve reconciliation between the school and the complainant.



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Please complete this form and return it to the Headteacher who will acknowledge receipt, explain what action will be taken and then forward it to the Chair of the Governing Body.

1. **Your Name:** \_\_\_\_\_
2. **Pupil's Name:** \_\_\_\_\_
3. **Your relationship to the pupil:** \_\_\_\_\_
4. **Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. **Postcode:** \_\_\_\_\_
6. **Telephone Number:** Daytime \_\_\_\_\_  
Evening \_\_\_\_\_

**Details of the Complaint:**

**What action, if any, have you already taken to try and resolve your complaint?  
Who did you speak to and what was the response?**

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

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Official use

Date acknowledgement sent: \_\_\_\_\_

By who: \_\_\_\_\_

Complaint referred to: \_\_\_\_\_

Date: \_\_\_\_\_