

Morville Primary School

Policy:

Complaints

Date of Policy: Summer 2016

Member of staff responsible: Sue Blackburn

Review Date: Summer 2019

SCHOOL COMPLAINTS SYSTEM

How to Make Any Complaint

Arrangements for Making Complaints about the Curriculum and Religious Worship

Under Section 23 of the Education Reform Act 1988, the Local Education Authority has established arrangements, approved by the Secretary of State, for dealing with formal complaints about the curriculum or any related matter to the governing body, the BAET or both. Parents and others who want to find out more about this matter should contact the Head in the first instance, who will be able to let them see a copy of the BAET's approved arrangements.

Other Complaints

For all other complaints or concerns parents (and others) are encouraged to raise them initially with the Headteacher who will be able to discuss them either there and then or at a mutually agreed time. Should it not be possible to resolve any complaint or concern satisfactorily in this way the complaint should be put in writing and sent or given to the Headteacher. If you would like assistance in setting out your complaint the school will, if asked, help you to do this, facilitating access to translation services where necessary. The school then promises to deal with your complaint as follows:-

- formally acknowledge it within five school working days
- tell you the name and telephone number of the person looking into your complaint
- respond to it within twenty school working days or, if it is not possible to give you a complete answer, telling you what is being done to investigate and how long it is expected to take
- tell you if it has to be dealt with under a special procedure.

If you are not satisfied with the outcome of your complaint you can write to the Chair of Governors (c/o the school) who will arrange for the Governing Body's Complaints Committee to consider what you have to say.

Should you still not be satisfied and want to take the matter further you will be told who else you can write to at that stage.