



GARBOLDISHAM CHURCH PRIMARY SCHOOL

Complaints (including SEN) procedure

Introduced:	9/14
Review frequency:	2 yearly
Last reviewed:	9/16
Next review date:	9/18

The policy has been compiled in accordance with the advice given by Norfolk Education Department

Garboldisham V C Primary School aims to work in partnership with parents in the best interests of the children and any complaint will be given careful consideration and dealt with fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

The complaints procedure is not intended to replace the normal informal discussions which take place between parents and staff in schools on problems and concerns as they arise. Most of these issues can be resolved through informal dialogue.

If the parent feels that a concern has not been resolved through discussion with the class teacher, or that it is of a sufficiently serious nature, an appointment to discuss it with the Headteacher should be made.

If the complaint is about the Headteacher, the complainant should go directly to Stage 3.

Stage 1 - Informal

1. The school will carry out the investigation of the complaint. It will be the Headteacher's responsibility to decide who should conduct the investigation. In the majority of cases, this will be the Headteacher.

If the issue is not resolved to the Complainant's satisfaction, he or she should be advised to proceed to the formal stage of the procedure.

Stage 2 - Formal

The Complainant should write to the Headteacher stating that he/she is making a formal complaint, stating the complaint giving all relevant details, his/her name and how he/she may be contacted.

An acknowledgement should be received with five (5) school days and the Headteacher's findings will follow within fifteen (15) school days.

If the complainant is still not satisfied he/she should proceed to Stage 3

Stage 3

The Complainant should write to the Chair of Governors stating that he/she is making a formal complaint, stating the complaint, giving all relevant details as to why the Headteacher's findings are unacceptable, his/her name and how he/she may be contacted. An acknowledgement should be received with ten (10) school days and the Chair of Governor's findings within twenty (20) days.

If the Complainant is still not satisfied, he/she should proceed to Stage 4

Stage 4

The Complainant should write to the Chair of Governors within ten (10) days stating why his/her findings are unacceptable. The Complainant should request that a Governors' Complaints Panel is set up to investigate the complaint.

The Chair of Governors will set up a panel to meet within fifteen (15) school days.

The Complainant must receive any copies of any written materials to be used at least five (5) school days before the Panel meets. The Panel will advise the Complainant of its findings within five (5) school days of the meeting.

THE PANEL'S DECISION IS FINAL

If the Complainant is still not satisfied, he/she can write to the Director of Education stating the case and the breach of conduct to be investigated, the Director will acknowledge within ten (10) working days explaining what he/she intends to do.

COMPLAINTS ABOUT SEN PROVISION

As in the case of general complaints most of these issues can be resolved through informal dialogue.

If the parent feels that a concern has not been resolved through discussion with the class teacher or SENDCo (Mrs Suzanne Halliwell) then the general complaints procedure above should be followed.