

# Much Marcle C E Primary School

## Complaints Procedure for Parents



Review Date	Reviewed by
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## **Much Marcle Primary School Complaints Procedure**

If you have a concern or worry always speak to your child's class teacher. To ensure you have time to fully address a serious problem, ask for a mutually convenient appointment with the member of staff.

If after the appointment you believe your problem has not been addressed, you should seek an appointment with the head teacher.

Should this not resolve your concerns, you may register a formal complaint using the attached form.

The school will make every effort to deal with your complaint quickly and effectively. The full complaints procedure will be followed from the point at which the complaint is made. Please see the attached flow chart. This procedure allows for further meetings throughout the process to bring the situation to a satisfactory conclusion.

**Much Marcle School Complaints Procedure  
Formal Complaint Form**

**Please complete and return to Mrs Park who will acknowledge receipt and explain what action will be taken.**

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your 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:**

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**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**

## **Summary of Dealing with Complaints**

### **Stage 1 – Complaint heard by staff member**

- **Ensure Head informed**

*If not resolved, then move to*

### **Stage 2 – Complaint heard by Head Teacher**

- **Acknowledge receipt of complaint within 5 working days**
- **Write to complainant with outcome of investigation within a further 10 working days**
- **Ensure Chair of Governors is informed of outcome**

*If not resolved, then move to*

### **Stage 3 – Complaint heard by Chair of Governors**

- **Acknowledge receipt of complaint within 5 working days**
- **Write to complainant with outcome of investigation within a further 10 working days**

*If not resolved, then move to*

### **Stage 4 – Governors' Complaints Panel Meeting arranged**

- **Issue letter inviting complainant to meeting within 5 working days**
- **Issue letter confirming panel decision within 4 working weeks after meeting**

*If not resolved, then move to*

### **Stage 5 – Complaint heard by the Local Authority**

- **If the complaint is not resolved, a complainant may make representation to the Local Authority**

*If not resolved, then the final stage of appeal is to the Secretary of State for Education*