



The Stages of Complaint Handling

What you can do -

What we will do -

STAGE One
The Informal Stage

Talk to relevant teacher
or other member of
staff.

Arrange meeting as soon as possible.
Listen to you.
Discuss the matter.
Decide who should deal with the matter.
Make a record of your meeting.
Try to resolve the matter.



STAGE Two
Headteacher

Write to the
Headteacher.

Acknowledge your letter within 5 working
days.
Investigate the matter.
Arrange meetings where appropriate.
Try to resolve the matter.
Confirm outcome within 20 working days.



STAGE Three
The Governing Body

Write to the Chair of
Governors.

Chair of Governors

Acknowledge your letter within 5
working days.
Investigate the matter.
Speak with the Headteacher.
Arrange meetings where appropriate.
Try to resolve the matter.



Panel of Governors

Form a panel of Governors from the
Governing body within 10 working days.
Investigate the matter.
Invite parties to meet with the panel.
Try to resolve the matter.

Should you feel that the matter is still not resolved or would like more detailed information please refer to the [Greenfields Junior School General Complaints Policy](#).

Additional notes below

Aims

The school aims to resolve matters -

- through informal stage one communication wherever it is possible
- quickly with an agreed timescale and a named contact
- successfully and positively so that home / school relationships are strengthened
- with confidentiality, discretion and, above all, care for involved children
- using investigations that are fair to all.

The school will exercise discretion when dealing with anonymous, abusive or malicious complaints

Stage One

We positively encourage an 'open door' communication culture and aim to resolve as many concerns as possible by informal discussion between you and a teacher or relevant member of staff. Teaching staff are usually available during the lunch hour, immediately after school and, by appointment, before school. We strongly recommend that you speak with your child's teacher in the first instance where appropriate. In most cases that are the people who are best placed to help. To arrange an informal meeting you may either ask in person at the school office or by telephone. We will do our best to accommodate your request as soon as possible.

Stage Two

You may feel that talking directly to a member of staff in an informal manner has not resolved the matter or, due to the nature of the matter, you may not feel comfortable approaching the member of staff. In this case you should contact the Headteacher. This is considered a formal complaint and should be addressed in writing to the Headteacher. You may post your letter to the school or drop it off in person at the school office. The Headteacher will acknowledge receipt of your letter as soon as possible and within 5 working days. You may then be invited to meet with the Headteacher should the matter require it. It is our aim to try and resolve matters raised with the Headteacher within 20 working days.

Stage Three

You may feel that your communication with the Headteacher has not resolved the matter or, due to the nature of the matter, you may not feel comfortable approaching the Headteacher. In this case you may contact the Chair of the Board of Governors. This should be done in writing and addressed to the Chair of Governors. You may post your letter to the school or drop it off in person at the school office. The Chair of Governors will acknowledge receipt of your letter as soon as possible and within 5 working days. The Chair of governors will then undertake an appropriate investigation which may involve the Headteacher or other staff where appropriate. You will be invited to attend a meeting with the Chair of Governors and other staff, where appropriate, at the school.

After meeting with you and should the Chair of Governors deem it necessary the matter may be referred to a panel of Governors. The panel will include three people chosen from the Governing body. The panel will have no prior knowledge of the matter or connection to the parties involved to maintain impartiality. To achieve this we

will not discuss your matter within the Governing body prior to the formation of a panel and would encourage you not to discuss the matter with serving governors. If this cannot be achieved we will invite serving Governors at other local schools to attend on our behalf. A clerk will be appointed and meeting agreed within 10 working days of receipt of your letter to the Chair of Governors.

Notes

Working Days are Monday to Friday excluding non school days.

Will what I say be kept confidential?

Absolutely! Any discussion, at any stage, will be treated sensitively and in confidence. However it may be required that, in order to resolve issues, we may have to make inquiries with other parties. This will be done in a sensitive manner and maintaining awareness of circumstances that may affect your child.

What is the difference between an informal and formal complaint?

Stage one is generally the informal stage. It is at this stage that the vast majority of complaints are made and resolved. Informal meetings are usually verbal discussions with the relevant member of staff. Depending on the issue we may give you a written response to the meeting or an agreement to further communication.

From stage two onwards the complaint is considered formal and as such should be addressed in writing to the appropriate party. We will then undertake to investigate record and invite further communication on the matter. Meetings may be held between you and the relevant parties. These will be conducted in a sensitive and caring manner but will be formally recorded. For your utmost comfort you are free to bring a friend or other interested party with you to meetings.

I have done all the above and am not happy with the outcome. What can I do next?

For complaints concerning the national curriculum or religious education parents can appeal further to the Local Education Authority (LEA). Details may be obtained from the school office.

For general complaints, Stage 3 is the final stage of the school's complaints procedure. If parents believe that the Headteacher, Chair and Governors have not acted reasonably or not followed correct procedures, the only recourse is to the Secretary of State. If matters have reached this point, parents are advised to seek the assistance of the LEA's complaints adviser.