

Grange Primary Complaints Procedure

We believe that our school provides an excellent education for all our children and that the Head and all stakeholders work very hard to build positive relationships with all parents and carers. However, the school has an obligation under Section 29 of the Education Act 2002 to establish procedures for dealing with all complaints relating to the school. The following policy sets out the procedure that the school follows in such cases.

The vast majority of concerns can be resolved by speaking with the class teacher without the need to invoke the complaints procedure. If a discussion with the class teacher does not resolve the concern then the complaints procedure should be followed. Parents should feel able to raise concerns with members of staff without any formality.

At Grange we aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all concerns and complaints and deal with them as swiftly as possible. We aim to resolve any concern or complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We will provide sufficient opportunity for any complaint to be fully discussed and then resolved.

However, the school may decide not to pursue a complaint if the complainant breaches the school's Code of Conduct, for example, if the complainant is physically or verbally abusive.

The complaints procedure

First Stage - informal

If you are concerned about your child's education, you must first talk to your child's class teacher. The class teacher knows your child well and may know the details of any incidents that have taken place. You can make an appointment to see the class teacher who would only be too happy to talk about your concerns. Please note that it will not be possible to see the class teacher during the school day when they are taking or preparing lessons.

If you choose to put your concern in writing, your complaint will be passed to the class teacher or a designated staff member to investigate.

You must allow at least five days for the designated staff member to respond. It is hoped that at this stage an agreement can be reached that satisfies you and the school.

Second Stage - formal

If you are not satisfied with the response you receive at stage one, you must talk to the head teacher. This can only happen if you have been through stage one; although we recognise that some complaints will go straight to the head teacher because of the serious nature of the complaint.

The school office will arrange for you to meet with the headteacher or a senior member of staff who will investigate the complaint.

You can also write to the school, outlining your concerns and what you would like the school to do to help you with the matter.

The school will acknowledge your complaint within five days. You must allow at least 20 days for the designated person to investigate the problem and respond.

Third Stage - formal

This can only happen if you have been through stage one and two. If you are not satisfied with the response you receive at stage two, you can complain to the chair of governors Daniela Jung.

You will need to write to the chair of governors and address the letter as care of the school. The letter must outline the reason(s) for your complaint and why you are still not happy.

The school will acknowledge your complaint within five days. You must allow at least 20 days for the chair of governors to investigate the problem and respond.

Fourth Stage - formal

If you are not satisfied with the response you receive at stage three, you can complain to the governing body. This is the final stage.

You will need to write to the governing body to tell them why you are still unhappy.

The chair or vice chair will hold a meeting to hear the complaint.

The governing body will acknowledge your complaint within 10 days.