



Complaints Procedure

APPROVED	Chair of Governors / Headteacher
POLICY DATE	Autumn 2022
REVIEW	September 2023

Grange Primary School
Complaint Procedure

First stage - informal

If you are concerned about your child's education, you must first talk to your child's class teacher.

If you write to the school, 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.

Second stage - formal

If you are not satisfied with the response you receive at stage one, you must talk to the head teacher.

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

If you are not satisfied with the response you receive at stage two, you can complain to the chair of governors.

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.

