

RESPONDING TO COMPLAINTS

What to do first

If you have a concern you can tell us by telephone, in person or in writing.

Making a complaint

If you have already told us about a concern but are not satisfied with how we have responded, you may wish to make a complaint.

The procedure has three stages. We have time limits in our complaints procedure to make sure that complaints are dealt with as quickly as possible.

The first stage is an informal stage. At this stage, we would like you to put your complaint to the Headteacher. The Headteacher will either meet you or discuss your complaint on the phone.

If your concern involves the Headteacher, you should put your complaint to the Chair of Governors via the School.

We hope that your complaint will be resolved at this informal stage, but if you are still not satisfied, you can complain formally to the Headteacher. Please try to do this not more than 20 school days after getting a note explaining the teacher's response to your complaint. If we have not heard from you by then, we will assume that you do not want to take things any further. If the Headteacher has already been involved you can complain formally to the Chair of Governors.

At the formal stage, the Headteacher (or Chair of Governors, if appropriate) will fully investigate if necessary and arrange to discuss your complaint with you, and then send you a letter with an explanation of the actions the School will take.

Generally complaints are sorted out at the informal or formal stages, but occasionally complainants still feel dissatisfied and if so have a right to appeal against the outcome of the formal stage to the Complaints Appeals Committee of the Governing Body.

If you are not happy with the outcome of the formal stage you must let us know not more than 20 school days after getting a letter from the Chair of Governors explaining the school's response to your complaint, that you wish to go to the next Stage. If the Clerk of Governors has not heard from you by then, we will assume that you do not want to take things any further.

Arrangements for a meeting of the Complaints Appeals Committee will be made by the Clerk of Governors.

ST. OSWALD'S RC PRIMARY SCHOOL : COMPLAINT FORM

COMPLAINT FORM

Please complete and return to the Chair of Governors who will explain what action will be taken.

Your name: _____

Address: _____

Tel. No: _____

Pupil's Name:

Please give details of your complaint including dates, names of witnesses etc. to allow the matter to be fully investigated:

What action, if any, have you already taken to try and resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School Use only	
Date form received	
Received by	
Acknowledgement sent by	
Complaint referred to	
Date	
Date of final response	