



POLICY FOR RESOLVING COMPLAINTS

Revised : Autumn 2014
Next revision : Autumn 2017

Rationale

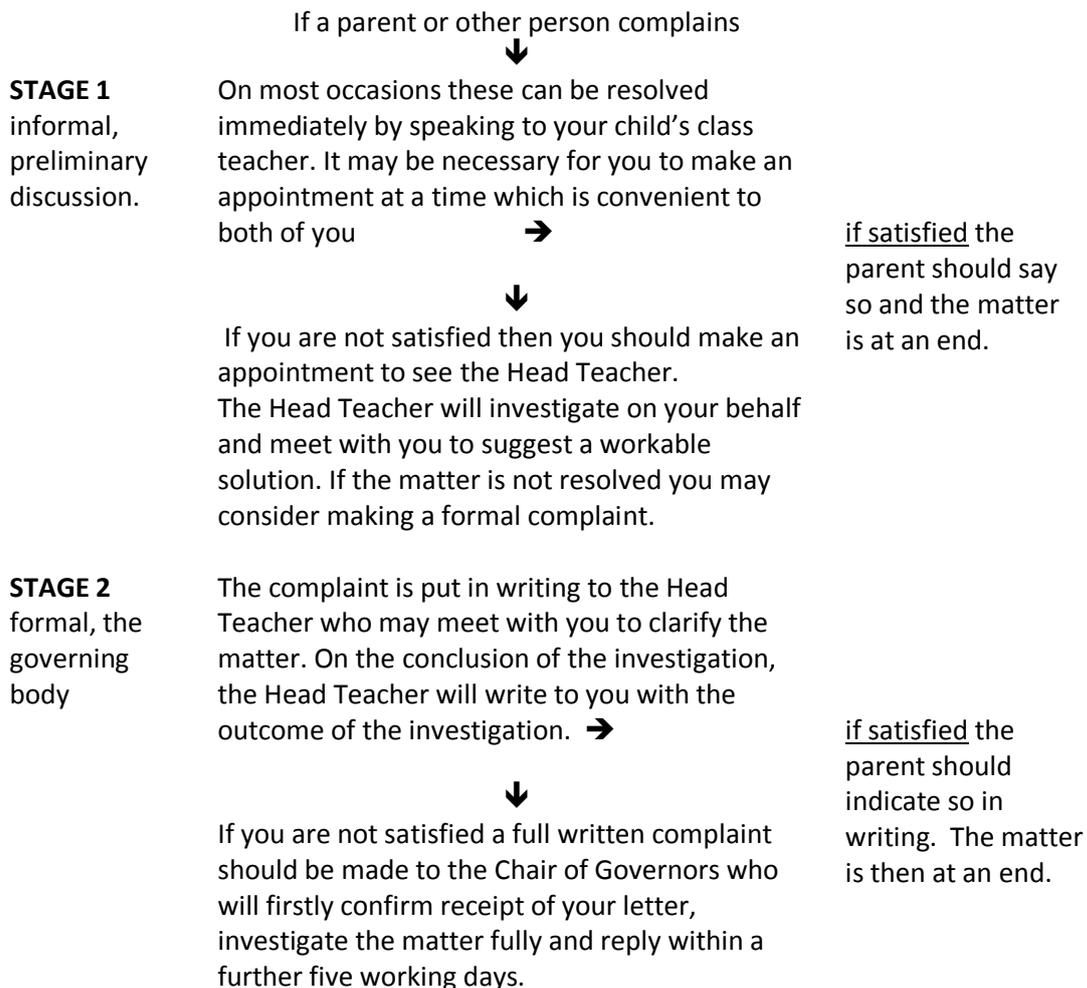
As partners in your children's education the School wishes to work with you in the resolution of problems and this policy is designed to show what steps may be taken. The resolution of a concern can take the three steps which are described in detail below.

We aim to deal with all complaints quickly and efficiently.

We believe that most concerns expressed by parents can be resolved informally through discussions with teachers and the Headteacher.

Procedure

The procedure for dealing with complaints will be a three stage process, in line with Central Bedfordshire Guidelines, as follows:-



STAGE 3
formal, appeal panel

On receiving a formal request for the complaint to be taken to the next stage the Chair of Governors will inform you of the date and time of the hearing and the composition of the panel comprising of 3 Governors. Once this has been investigated and the panel have reached their decision, this is the final decision and no further correspondence will be entered into.

if satisfied the parent should indicate so in writing. The matter is then at an end.



In extra ordinary circumstances the matter can be reported to the Local Authority. Please note the LA will not overturn any decision made by the Governing Body but may help to resolve it.

If a complainant believes that the Governing Body has acted illegally or arbitrarily in handling the complaint, then the complainant may make representation to the Secretary of State for Education. Where a complaint is judged by the Governing Body to be vexatious, the complainant will be informed that their complaint will not be accepted and will not be investigated.

Please note that complaints regarding the following are not included in this document: Admissions; National Curriculum; Child Protection; School Exclusions; Special Educational Needs and complaints about governors. For further guidance on these matters parents are advised to contact the Local Authority.

Complaints

Complaints could be regarding any of the following:-

- The curriculum provided, excluding the National Curriculum.
- Religious Education and Collective Worship.
- The schools charging policy.
- Information provided about the curriculum.
- Behaviour and Discipline issues.

Monitoring/Reviewing Complaints

The school will monitor complaints at all levels, with regard to their effective resolution and to ascertain necessary school development to address the causes of complaints.