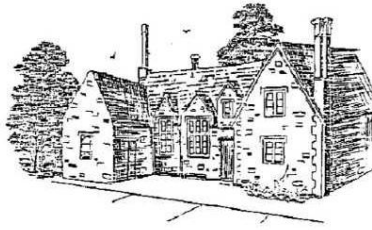


# Enmore Church of England Primary School

'Those who are taught here must  
go out and teach others'

*Rev J. Poole, Founder, 1810*



'I have set you an example that you  
should do as I have done for you.'

*John 13: 15*

## **Complaints Policy**

### **Informal Stage**

Any problem or concern should be raised promptly with the class teacher/form tutor or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the headteacher. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the headteacher or relevant member of staff.

### **Stage 1 (Headteacher)**

If you are dissatisfied with the response of the member of staff (or the headteacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the headteacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The headteacher will investigate the complaint and provide a written response. This will normally be within 10 schooldays of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the headteacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (Stage 2).

### **Stage 2 (Chair of Governors)**

If you are not satisfied with the headteacher's response, you may contact the Chair of Governors. The Chair's name and how to contact him/her is available from the school office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the headteacher. At the end of this stage the chair will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.

### **Stage 3 (Governing Body)**

If you are not satisfied with the Chair's response at the end of Stage 2, the complaint can be referred to the Governing Body by writing to the Chair or Clerk of the Governing Body. The Governing Body will ask a panel of three to investigate your complaint. This panel will have at least one member who is independent from the school and will have no members directly involved or previously involved in the complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting.

For most complaints the decision of the governors is the last step in the procedure.

There is a right to complain to the ESFA (Education Skills and Funding Agency) if:

- There is a problem with the school's complaints procedure
- The school is not following the terms of its Funding Agreement

There is a right of appeal to the Secretary of State. Complaints to the Secretary of State should be made through the Department of Education website.

There is a right of appeal to the Diocese on matters of RE (Religious Education) and Collective Worship.

### **School Admissions and Exclusions**

Separate complaint and appeal procedures exist for these matters, and appropriate information is available on request from the school.

### **Complaints against School Staff**

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.