



**Burwash CE Primary School
Complaints Policy**

What to do if you have a concern or complaint about Burwash CE Primary School

At Burwash CEP, we like to be told about how we are doing, whether well or badly. If you have a concern or complaint we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint about Burwash CEP School you need to take it up with the school itself. The Local Education Authority no longer gets involved in a complaint about schools.

This complaints procedure is for general complaints. Staff disciplinary action, child protection issues or criminal investigations would need to be handled differently. We shall tell you which is the right process when you discuss your concern with us.

The complaints procedure has four stages. You will be told what to do at each stage if you wish to take your complaint further.

Stage 1 of the process is informal:

STAGE 1

If you have a concern about the school, In the first instance you should talk to a teacher at school, preferably the person who is most closely involved. If you get in touch with one of the governors first of all they can give you only general advice. They may need to ask you to take up your concerns with the member of staff best able to help you, or with the Headteacher. Please note if your child has SEND this may be the SENCO.

Your concern can usually be settled quickly and without fuss by contacting the right person in the school. This could be your child's teacher, another member of staff or the Headteacher.

If your concern cannot be sorted out in this way or you are not happy with the way it has been dealt with you should take it to Stage 2:

STAGE 2

You should complain to the Headteacher who will investigate your complaint. You would normally do this in writing. If your complaint is about the Headteacher you can complain directly to the Chair of Governors (see Stage 3).

The school will let you know that it has received your complaint within five school days. You will be given the results of the Headteacher's investigation in writing within 15 school days.

If your complaint has still not been resolved to your satisfaction you may take it to stage 3:

STAGE 3

You can complain in writing to the Chair of Governors, care of the school. You should make it clear why you are complaining, who you have already spoken to and what you want to happen as a result of your complaint.

The Chair of Governors will let you know that he or she has received your complaint within seven school days and will then investigate it.

You will be told about the outcome of the Chair of Governors' investigation in writing within 20 school days.

If you are still not satisfied after receiving the Chair of Governors' report, you can ask to have your complaint referred to a complaints committee of the governing body at stage 4:

STAGE 4

You can write to the Clerk to the Governors, care of the school. You should say exactly why you are unhappy with the Chair of Governors' findings and ask that a complaints committee be set up to look at the complaint.

The committee will meet between 12 and 20 school days after the Clerk to the Governors receives your letter. You will be told in advance about the process and what will happen at the meeting of the committee. You can attend and bring a relative or friend to support you if you want to. You will be told in writing about the committee's findings within five school days from the date of the meeting.

What you can do if you are still not satisfied with the governing body's decision**If you believe that the school has acted unreasonably you may appeal to the Secretary of State for Education:**

School Complaints Unit
Department for Education
2nd Floor
Piccadilly Gate
Manchester
M1 2WD
Tel: 0370 000 2288

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