



Policy for the Handling of Complaints

If you are unhappy about any aspect of your child's education or experience at school, please make an early appointment to speak with your child's teacher. We strive to work alongside parents to ensure that children are settled and happy in school, and it is always our aim to settle any problems as swiftly as possible.

If your concerns remain unresolved, please contact the Headteacher.

Formal complaints

What you should do	What will happen
<p>Stage 1: Write to the Headteacher stating you are making a formal complaint. State your complaint, giving relevant details, your name, and how you prefer to be contacted</p>	<p>You should receive an acknowledgement within 5 School days, and the Headteacher's findings in writing within 15 days.</p>
<p>If you are not satisfied with the findings of the Head, or your complaint is about the Head, proceed to stage 2</p>	
<p>Stage 2: Write to the Chair of Governors at the School. State your complaint, and give all relevant details, including your response to the Headteacher's findings, your name and your preferred method of contact.</p>	<p>You should receive an acknowledgement within 10 working days, and the Chair of Governors findings within 20 School days.</p>
<p>If you are not satisfied with the findings of the Chair of Governors</p>	
<p>Stage 3 Write to the Chair of Governors stating that you are not satisfied with his/her findings. Request that a Governors complaints panel be set up to investigate the matter.</p>	<p>A panel of Governors will be arranged to meet within 15 School days. You may submit written materials for the panel to consider, but these must be provided at least 3 days prior to the meeting. The decision of this panel is final.</p>
<p>If you believe the School's complaints procedure was not followed appropriately:</p>	
<p>Stage 4 Write to the Director of Education at: County Hall, Martineau Lane, Norwich, NR1 2DL stating your case and explaining the concern you wish to be investigated.</p>	<p>You will receive an acknowledgement within 10 working days, and information as to likely course of action.</p>

This policy will be reviewed annually.

Headteacher

Chair of Governors

R Wood

Date:

Date:

Review Date: April 2017