



# Dealing with a Complaint



## Step by Step

### **1. Speak to the classteacher**

### **2. Speak to another member of staff who may be able to help**

### **3. Speak to a senior member of staff**

### **4. Speak to the Deputy Headteacher or Headteacher**

When a concern is brought to our attention it can almost always be resolved with a single conversation, often with the class teacher. Sometimes an issue is more complex and will take more than one discussion to resolve.

It is usually best make appointments to see staff to ensure that conversations are held at mutually convenient times. If the issue is not resolved, contact the school office to arrange a meeting with a member of the school's Governing Body, for mediation.

### **5. Take part in a mediation meeting with a member of the Governing Body**

If after careful attempts a resolution is not achieved, a formal complaint can be made to the Governing Body.

This can be made *only* if the complainant has:

- Sought to resolve the concern through an informal approach to the school
- Allowed reasonable time for investigation of the concern
- Accepted any reasonable offer by the school to discuss the result of that investigation
- Put the complaint clearly in writing
- Taken part in the process of mediation offered by the school

### **6. Put a formal complaint in writing to the Governing Body**

### **7. Have the complaint heard by the Governing Body's Complaints Committee**

The committee can:

- Uphold the complaint in full
- Uphold it in part
- Dismiss it

### **8. Receive notification of the outcome of the complaint**

This procedure is taken from the school's complaints policy. Further details can be found within our statement of procedure and a full copy of the policy is available from the school office on request.