

Lyncrest Primary School
Complaints Procedure



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At Lyncrest Primary School we all work hard to try to ensure that parents/carers feel able to raise concerns when this is necessary. Sometimes things happen which make children or parents unhappy. It is important that parents/carers feel able to raise concerns. The best approach is to raise issues to the class teacher initially by making an appointment after school.

In most cases, concerns and complaints can be resolved by talking to staff at the school. Sometimes parents may wish to raise a more formal complaint.

Stage 1 - Initial approach

It is important that parents contact the school first with their concerns and talk to a teacher or the head teacher. Most problems can be sorted out in this way easily and informally.

Stage 2 - raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing a letter to:

the head teacher

or chair of the Governing Body if you have already spoken to the head teacher

The head teacher, or the Chair of Governors will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the headteacher or chair of governors or you may get a letter explaining the school's response.

Stage 3 - Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing. The school's complaints procedures may offer the opportunity for your complaint to be heard by a panel of the governing body.

You may be asked to meet with the panel and explain your case. The panel will listen to you and the headteacher, and will inform you in writing of their decision.

Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer to sort out. The school should let you know how a complaint is being addressed and when you can expect to hear from them.

Other types of complaints

The following types of complaints about education are dealt with in different ways. There are special arrangements under the Education Acts if you want to appeal or complain about:

- admission to schools
- exclusion from school
- school re-organisation proposals
- special education provision
- religious education and collective worship
- national curriculum issues

Further information

You can ask your school for guidance on the issues above, or contact one of the organisations listed below.

- [Advisory Centre for Education](#)
- [Children's Legal Centre](#)

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