



School complaints procedure

General principles

This procedure is intended to allow you to raise a concern or complaint relating to the school or the services that it provides.

An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.

To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than three months after the event, being complained of, will not be considered.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information, and it is anticipated that most complaints will be resolved at the informal stage.

In the case of serious concerns, it may be appropriate to address them directly to the headteacher (or to the chair of the governing body if the complaint is about the head teacher).

If you are uncertain about who to contact, seek advice from the school office.

Formal Stage 1

If your concern or complaint is not resolved at the informal stage, you can choose to put the complaint in writing using the **Lyncrest Primary School Formal Stage 1 Complaint Form** (page 3 and 4 of this policy). This complaint form, when completed, will need to be passed to the headteacher, who will be responsible for ensuring it is investigated appropriately. If the complaint is about the headteacher, your complaint form should be passed to the school office, for the attention of the chair of the governing body.

After the complaint form has been received, the headteacher (or chair) may invite you to a meeting to clarify your concerns and explore the possibility of an informal resolution.

It is possible that your complaint will be resolved through a meeting with the headteacher (or chair). If not, arrangements will be made for the matter to be fully investigated, using the

appropriate procedure. In any case, you should learn in writing, usually within ten days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible, and when it has been concluded, you will be informed, in writing, of its conclusion.

Formal Stage 2 - Complaints Review Process

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing using the **Lyncrest Primary School Complaint Formal Stage 2 Review Form** (page 5-7 of this policy) and given to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

Any review of the process followed by the school will be conducted by a panel of three members of the governing body and additionally, where available, another co-opted member who is either a member of a separate governing body or who is an active educationalist (for example someone who sits on Local Authority panels). This will usually take place within 10 school days of receipt of your request; however, in some circumstances, this timescale may not be able to be upheld and the process may take longer.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

Once a complaint has been reviewed, if it is found the complaint is not to be upheld, then the complaint will be closed. On closure of the complaint, the school will not respond to any further correspondence regarding the closed complaint.

If the complainant is still not satisfied with the outcome after Stage 2, they may contact The Secretary of State. The Secretary of State's powers are delegated to the school complaints unit (SCU):

Telephone	0370 000 2288
Online	www.education.gov.uk/help/contactus
Letter	DfE, School Complaints Unit, Second Floor, Piccadilly Gate, Store Street, Manchester M1 2WD

School use

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

**Lyncrest Primary School Formal Stage 1 Complaint Form**

Please complete this form, and return it to the school office, marked for the attention of the headteacher or chair of governors.

What are the concise details of your complaint? (Include details that might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents - noting here what documents have been added).

What action, if any, have you already taken to try to resolve your complaint? (e.g. who have you spoken with or written to, and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

What dates/ times would be most convenient for a meeting to discuss the complaint?

Your name:

Relationship with the school (e.g. parent of child):

Pupil's name:

Your address:

Contact telephone number(s)

Email address:

Signed: _____

Date: _____

School use

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

**Lyncrest Primary School Formal Stage 2 Complaint Review Form**

Please complete this form, and return it to the school office, marked for the attention of the chair of governors, who will acknowledge its receipt and inform you of the next stage of the procedure.

Your name:	
Your address:	
Telephone number(s):	
Email address:	

Dear Sir/Madam

I submitted a formal complaint to the school on, and I am dissatisfied by the procedure that has been followed.

My Stage 1 complaint was submitted on and I received a response about its closure on.....

I am dissatisfied with the way in which the procedure was carried out, because:

Please continue on next page

You may continue on separate pages and/or attach additional documents if you wish.

Number of pages that have been attached =

What actions do you feel might resolve the problem at this stage?

Signed: _____

Date: _____