

Complaints Procedure for Parents at Spooner Row Primary School.

Level 1 – informal

Parents, carers or guardians should, in the first instance, make an appointment to speak to the class teacher about the concern. It is best to resolve issues at this point.

Level 2 - informal

Parents, carers or guardians dissatisfied with the result of the discussions with the class teacher should ask for an appointment to meet with the headteacher.

If a resolution to the issue is proving difficult to find, the headteacher can speak to one member of the governing body about the issue who may be willing to offer informal intervention. However, there is no obligation on any governor to become involved at this level.

Level 3 – formal complaint letter to headteacher

An issue that has not been resolved through the informal levels 1 and 2 can become an official complaint.

Parents, carers or guardians wishing to move to level 3 must write a formal letter of complaint to the headteacher. The letter will need to set out clearly the issues which have previously been discussed and why the parent, carer or guardian considers the issue to be unresolved.

The headteacher should consider the complaint should offer a resolution to the complainant in writing within 10 school days of receipt of the letter.

Concerns or complaints specifically about the headteacher

The decision that the headteacher has made as a result of the complaint does not become a complaint about the headteacher. If the complainant feels the complaint has not been resolved he/she should proceed to

Level 4, a Governors' Complaints Panel.

If the concern or complaint is specifically about the headteacher and is unable to be resolved at the informal stage (which would begin at Level 2 for complaints concerning the headteacher) then it will be necessary for the complainant to formally complain to the Chair of Governors. The school will provide the Chair of Governors' name and the complainant should write to him or her at the school address marking the envelope

‘urgent, private and confidential’. The Chair of Governors should acknowledge the complainant’s letter in writing within 5 school days of receipt and contact a Governor Support Service Officer for advice.

Concerns or complaints about Governors

If the concern or complaint is about one of the governors then parents, carers or guardians should ask for an appointment to meet with the Chair of Governors who should deal with the complaint informally in accordance with the guidance in Level 2.

If the concern or complaint is about one of the governors and is unable to be resolved at the informal stage then the parent, carer or guardian must write a formal letter of complaint to the Chair of Governors. The letter will need to set out clearly the issues which have previously been discussed and why the parent, carer or guardian considers the issue to be unresolved.

The Chair of Governors should consider the complaint, having taken advice from a Governor Support Service Officer, and discuss a resolution with the complainant. The Chair of Governors should offer a resolution to the complainant in writing within 10 school days of receipt of the letter.

If the complainant feels the complaint has not been resolved he/she should proceed to Level 4, a Governors’ Complaints Panel.

If the concern of complaint is specifically about the Chair of Governors then the procedure set out in the preceding paragraphs should be followed but parents, carers or guardians should contact the Vice Chair of Governors in place of the Chair of Governors.

Level 4 – formal complaint requesting a Governors’ Complaints Panel

Time Scales:

Receipt of complainant’s letter	Acknowledgement within 5 school days
Receipt of complainant’s letter	Governors’ Panel meeting within 15 school days (unless this goes into school holidays)
Written documentation sent to Governors’ Panel Members and complainant and headteacher	5 school days before meeting.
Governors’ Panel members decision communicated to all concerned	As soon as possible but within 10 school days of meeting.

Complainants wishing to move to level 4 of the formal complaints procedure will need to write a letter to the Chair of Governors to request that a Governors' Complaints Panel meets to hear the complaint. This formal complaint letter must be received within 10 school days of the last meeting with the headteacher concerning the issue. The complainant should write to the Chair of Governors at the school address marking the envelope 'urgent and confidential'. The letter will need to set out the complaint that has previously been formally discussed with the headteacher and show why the matter is not resolved.

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