



ODESSA INFANT SCHOOL COMPLAINTS PROCEDURE

We want to ensure that all children feel happy and secure in school so that they gain confidence and make good progress.

We hope that most concerns can be dealt with quickly and informally.

If you have a more serious concern or complaint, please follow the procedures below:

Stage 1. Speak to the class teacher.

You can usually speak to the teacher or teacher assistant at the beginning or end of the day. If you feel you need more time, please make an appointment. The teacher and teacher assistants will know your child well and may know the details of any incident about which you have a concern.

Most concerns or complaints should be able to be resolved at this stage.

If the complaint or concern happened outside the classroom or if the complaint is not properly resolved you can go to stage two.

Stage 2. Speak to the head teacher.

Usually you will have been through stage one, however we do recognise that some complaints need to go straight to the head teacher or deputy because of their nature or seriousness.

The head teacher is usually available at the beginning and end of the day, although it may be necessary to make an appointment.

The head teacher will investigate the complaint and speak to you or write within five working days of the meeting explaining the response.

We hope that the response will be satisfactory to you.

If this is not the case, then go to stage three.

Stage 3. Contact the Chair of Governors (via the school office)

You should only go to the governors if you have been through stages one and two. If you feel your complaint has not been properly dealt with then you should write to the chair of governors:-

Ms Audrey Moeller

Please give details of the complaint within ten working days of receiving the head teacher's decision.

The chair of governors will acknowledge the complaint within five working days and within twenty days will set out the actions taken to investigate the complaint and the findings of the investigation.

Should the complaint not be resolved at this stage then go to stage four.

Stage 4. Complain in writing to the Governing Body (via the school office)

This is the final stage of the process.

Complaints should usually include details of why you are still unhappy about the previous stage and what further action you need to resolve the matter.

The complaint will be acknowledged within ten days.

The complaint will be considered by a panel of governors who are independent and impartial and will decide the appropriate action to be taken to resolve the complaint.

The panel may:

- Dismiss the complaint
- Uphold the complaint
- Recommend changes to school systems or procedures to ensure that a similar incident should not happen.

A letter will be sent to the complainant within twenty days of the panel meeting.

If the complainant is dissatisfied with the process they can contact:

The Secretary of State for Education
The School Complaints Unit
Department for Education
2nd floor Piccadilly Gate
Manchester M1 2WD

The unit will examine if the school complaints' procedures were followed but will not reinvestigate the substance of the complaint.

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