



## **Complaints Policy**

All complaints are dealt with initially by the staff, Headteacher or Chair of Governors in accordance with DfE guidelines.

1. We trust that your child is happy at this school. On occasions, however, a problem may arise. The great majority of problems can be sorted out informally either in person, or by telephone. All complaints will be dealt with sympathetically, in strict confidence and promptly. If you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make an official complaint, please follow the procedure below.

## 2. **General Complaints**

- Take up the problem in the first instance with the key person.
- If a satisfactory solution is not reached, please make an appointment with the Headteacher.
- If the problem is still not resolved, then the Chair of Governors can be contacted via the school office.
- If you consider that the problem has not been resolved by the Governing Body you have the right to make a complaint in writing to the Director of Children's Services.

## 3. **Other complaints**

- If your initial complaint is about the Headteacher, write to the Chair of Governors.
- If your complaint is about a particular member of the Governing Body write to the Chair of Governors.
- If your complaint is about the Chair of Governors, write to the Director of Children's Services
- If you consider that the Governing Body is acting 'unreasonably' or is failing to carry out its statutory duties properly, you should write to the Secretary of State for the Department for Children, Schools & Families.

You also have the right to approach Ofsted directly with your problem at any time.