



General Complaints Policy For Parents and Guardians

This policy covers complaints of a general nature raised by parents/ guardians. Throughout this policy, a complaint is understood to be “an expression of dissatisfaction requiring a response”.

At Cleeve School we are committed to trying to resolve things that go wrong as soon as possible. Our priority is to resolve concerns wherever possible without the need for a formal written complaint.

The Procedure:

Stage 1- In the first instance the complaint should be raised with the Year Head, or manager of an area if it involves a support staff area, eg) office manager. It is anticipated that at this stage the complaint would be initiated verbally. Most complaints will be successfully resolved at this stage. Depending upon the nature of the complaint the Year Head/ Support Staff Leader may refer it to the Headteacher who will initiate appropriate action.

Stage 2- If the complainant is not satisfied with the outcome of the complaint at stage 1 it is requested that details are put in writing to the Headteacher. The Headteacher will then take appropriate action.

Stage 3- In the unlikely event that the Headteacher cannot resolve the issue to the satisfaction of the complainant then concerns should be raised, in writing, with the Governing Body. This can be done by writing to the Chair of Governors at the school address.

The Local Authority are willing to discuss concerns with parents. However it should be noted that the Local Authority cannot overturn a decision of the Governing Body, and its role is therefore advisory.

Vexatious complaints- If all stages of the procedures have been followed and the complainant remains unsatisfied and attempts to reopen the same complaint the chair of governors may write to them to inform them that the procedure has been exhausted and the matter is now closed.

At all points in this process parents/carers will be kept informed of the progress of their complaint. Written complaints will be acknowledged within 2 days and a written response following an investigation, or other appropriate action, will be sent within a maximum of 20 working days.

Reviewed – June 2008

Next review due- June 2010