

## **Complaints Procedure Brixworth CEVC Primary School**

**Brixworth School is committed to maintaining a positive partnership with parents, carers or any person who has been provided with a service or a facility at the school. Sometimes things happen which make children, parents, stakeholders or members of the wider community unhappy. It is important that everyone feels able to raise concerns in the best way.**

This policy constitutes the School's formal Complaints Procedure. It will be available on the premises at all times.

In most cases, concerns and complaints can be resolved by talking to staff at the school. Sometimes stakeholders may wish to raise a more formal complaint.

### **Stage 1 - Initial approach**

It is important that the complainant contact the school first with their concerns and talk to a teacher or the Headteacher. Most problems can be sorted out in this way easily and informally.

### **Stage 2 - Raise a formal complaint**

If you are still unhappy the next stage is to raise a formal complaint by writing to the Headteacher, (or chair of the Governing Body if you have already spoken to the Headteacher). The Headteacher (or nominated member of staff), or the Chair of Governors will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the Headteacher or Chair of Governors or you may get a letter explaining the school's response.

### **Stage 3 - Appeal to Governors**

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing. The Chair, or a nominated Governor, will acknowledge receipt of the complaint as soon as possible – within three working days at least – and inform you how your complaint is being addressed. The Governors will aim to fully investigate the matter within 15 working days. If there is any delay, the Chair, or nominated Governor, will advise you of this and offer an explanation.

The Chair of Governors will be responsible for sending a full and formal response to the complaint.