

## Cheapside CE Primary School

Complaints Procedure  
School Complaints Flow Chart

<p><b>STAGE ONE: INFORMAL</b></p> <p>Complainant to proceed to Stage 2 by informing the school within 10 school working days</p>	<p>Expression of concern to member of staff / <b>Response within 5 school days</b></p> <p style="text-align: center;">↓</p> <p>Satisfactory outcome reached?</p> <p style="text-align: center;">↓      ↓</p> <p style="text-align: center;"><b>No:</b> Go to stage 2   <b>Yes:</b> <b>No further action</b></p>
<p><b>STAGE TWO: HEADTEACHER'S INVESTIGATION</b></p> <p>Complainant to proceed to Stage 3 by informing the school within 10 school working days</p>	<p>Complainant makes verbal/written complaint to headteacher. If written, the completed School Complaints Form should be attached. See appendix 1.</p> <p style="text-align: center;">↓</p> <p>Investigation conducted and outcome reported to complainant. <b>Acknowledgement within 3 school working days and response within a further 10 school working days</b></p> <p style="text-align: center;">↓</p> <p>Satisfactory outcome reached?</p> <p style="text-align: center;">↓      ↓</p> <p style="text-align: center;"><b>No:</b> Go to stage 3   <b>Yes:</b> <b>No further action</b></p>
<p><b>STAGE THREE: CHAIR OF GOVERNORS'/ GOVERNORS' INVESTIGATION</b></p> <p>Complainant to proceed to Stage 4 by informing the school within 10 school working days</p>	<p>If the complainant is not satisfied with the response of the headteacher or the complaint is about the headteacher, the complainant should write to the Chair of Governors to request that their complaint is considered further, attaching the completed School Complaints Form. See appendix 1.</p> <p><b>Acknowledgement within 3 school working days</b></p> <p>Investigation conducted and <b>outcome reported to complainant within 30 school working days</b></p> <p style="text-align: center;">↓</p> <p>Satisfactory outcome reached?</p> <p style="text-align: center;">↓      ↓</p> <p style="text-align: center;"><b>No:</b> Go to stage 4   <b>Yes:</b> <b>No further action</b></p>
<p><b>STAGE FOUR: GOVERNORS' APPEAL PANEL</b></p>	<p>If the complainant is not satisfied with the response of the Chair. The complainant needs to write to the Clerk to the Governing Body giving details of the complaint and asking that it is put before the appeal panel.</p> <p><b>Acknowledgement within 5 school working days and response following process ideally within 30 school working days.</b></p> <p>The Chair will appoint 3 governors who have no prior knowledge of the complaint, to convene a panel.</p> <p>The governors' appeal hearing is the last school-based stage of the complaints process and is convened to review the documentation of the complaint and the process followed.</p> <p>The Chair of the above Panel will ensure that the complainant is notified of the panel's decision, in writing, with the panel's response (including the reasons for the decision).</p>
<p><b>FINAL STAGE:</b> Further right of progressing complaint: There is no further right of appeal, but if the complainant considers that the process followed by the Governors' Complaints Panel has been unfair, he/she may refer the case to the Local Authority, RBWM or The Secretary of State for Education; in this case complainants are advised to write to The School Complaints Unit (SCU) at: <b>Department for Education, 2nd Floor, Piccadilly Gate, Manchester, M1 2WD</b></p>	

**Time Limits:** Complaints need to be considered, and resolved, as quickly and efficiently as possible. This procedure requires that specific time limits for all action within every stage are observed. Where further investigations are necessary, new time limits will be set and the complainant will be informed of this change and the reason.

## Appendix 1

## CHEAPSIDE CE PRIMARY SCHOOL SCHOOL COMPLAINT FORM

Please complete and return to the Headteacher, or Chairman of Governors, who will acknowledge receipt of this form and explain what action will be taken. If, however, the complaint is about the Headteacher, then please return the form to the School Secretary in a sealed envelope marked 'Personal for the Chairman of Governors', who will acknowledge receipt and explain what action will be taken.

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**Your name:****Address:****Pupil's name:****Pupil's year:****Postcode:****Your relation to the pupil:****Telephone: Day:****Evening:**

*If there is insufficient space in any of these boxes please attach an additional sheet*

Please give details of your complaint

What, if any, action have you already taken to try to resolve your complaint?  
Who did you speak with and what was the response?

What actions do you feel might resolve the problem at this stage?

Have you enclosed any additional sheets or documents?      Yes / No

Signature..... Date.....

**Official School Use:**

Date acknowledgement sent:.....