



Introduction

The Governors of Christ Church School are committed to ensuring that the highest standards are maintained at the school both in the provision of education to pupils and in every other aspect of the running of the school. A complaints procedure is an important part of the management of a well-run school allowing parents the opportunity to voice any concerns they may have through appropriate channels, as well as members of the general public. This procedure has been adopted by the Governing Body to ensure a systematic and fair approach to the resolution of such concerns.

This procedure is designed to allow parents and carers of registered pupils at the school a means of making complaints which they can be confident will be addressed properly.

A complaint may result in disciplinary action by the school against a member of staff, which would be confidential between that member of staff and the school, but otherwise the complainants should be kept fully informed of the handling of any complaint. Any complaint will be kept confidential unless it is necessary to involve other parties and will be dealt with as quickly as possible.

In general, any written complaint should be addressed to the head teacher although it is expected that attempts will be made to resolve difficulties informally with the class teacher or member of staff before being referred to the head teacher. The informal stage of the procedure should be exhausted before the matter is referred to the formal stage. If any substantial complaint is made to a member of staff it should be referred to her or his line manager or head teacher, as appropriate, if it cannot be resolved immediately by the member of staff to the satisfaction of the parent.

Making a complaint

Stage 1 – informal procedure

Discuss your concerns with the class teacher or other relevant member of staff. This will usually resolve the issue.

What will happen?

The member of staff will deal with your issues or make sure you have the information you need if you feel you want to take the matter further.

Stage 2 – formal procedure

If you are not satisfied with the outcome of your earlier complaint, you should complain to the head teacher either verbally or in writing.

What will happen?

Your complaint will be acknowledged within five school days following an investigation. A full written response will be made within 15 school days.

Stage 3 – writing to governors

If you are not satisfied with the response from the head teacher, you should write to the chair of governors.

What will happen?

Your complaint should be acknowledged within ten school days, following an investigation and a full response will be made within 20 school days.

Stage 4 – writing to clerk of governors

If you are still not satisfied with how your complaint has been handled, you should write to the clerk of governors requesting that your complaint be heard by a complaints committee of governors.

What will happen?

The complaints committee will meet between 12 and 20 days from receipt of your letter. The committee's decision is final and you will be told of its findings within five school days of the hearing.

What to do if you are still not satisfied

If you believe your complaint was not handled fairly according to a school's own complaints procedure, you can ask the CSA to investigate.

You should explain your complaint and say why you think the school did not follow its complaints procedure properly. Wherever possible you should give evidence of why you think this.

You can write to the CSA complaints officer at:

Children's Services Authority

East Sussex County Council

County Hall

St Anne's Crescent

Lewes

East Sussex BN7 1SG

What will happen?

The complaints officer will look at your evidence and decide if he should investigate. The complaints officer will acknowledge your letter within 10 working days and tell you what the next course of action will be. They cannot do anything until the school has finished considering your complaint.

The complaints officer will investigate whether the school dealt with the complaint properly, according to its own procedures. The complaints officer will not investigate your original complaint all over again. The CSA cannot make the school come to a different judgment on your case if the governing body has considered your complaint in a reasonable way.

The complaints officer will tell you the outcome of the investigation in writing. If they conclude that the school did not follow its procedures properly, the matter will be referred back to the chair of the governing body. The governing body should then re-investigate the complaint.