

# St. Alphege CE Federation of Schools School Complaints Procedure



## The Schools of St Alphege Complaints Procedure

### What to do if you have questions or concerns:

Wherever possible every effort should be made to discuss any concerns or issues as quickly as possible and in the privacy of the school.

### Concerns (informal)

#### **1. Class Teacher:**

Concerns can be raised with the schools at any time and will be dealt with as soon as is practicable. We ask that, initially, you contact your child's class teacher either by telephone, by the school homework diary or by letter. The school day ends at 3.10pm at the juniors and 3.25pm at the infants, you are advised that should you wish to discuss any issue with the class teacher they will usually be available at this time. A member of the junior school teaching staff is on gate duty each morning and each afternoon; a member of the infant teaching staff is available at the back door each morning and afternoon and general messages can be passed on in this way.

#### **2. Deputy / Headteacher:**

If you feel that your concern is unresolved by the class teacher, a meeting may need to be held with the deputy / headteacher.

### Stage 1 – of School Complaints Policy (formal)

#### **Headteacher:**

Should the matter of concern remain unresolved, after the informal stage has been explored, then a formal meeting request can be made involving the headteacher.

An appointment should be made via the school office.

The headteacher is accountable to both national and local legislation, including the policies ratified by the schools' Governing body.

### Stage 2 – of School Complaints Policy (formal)

#### **School Governors**

If having spoken to the headteacher there has been no resolution, then it will be necessary to contact the Chair of Governors for an investigation to be arranged.

This request should be done in writing, addressed to the Chair of Governors via the school office.

### Stage 3 – of School Complaints Policy (formal)

#### **Governing Bodies Complaints Appeal Panel**

If the issue is still not resolved then the Chair of Governors will advise that the Clerk of Governors should be written to, detailing the complaint and asking that it be presented to the Appeals Panel.

This guidance is outlined in the school Complaints Policy.