



## St Anne's CE School Complaints Policy

At St Anne's School the Governors, the Head Teacher and staff aim to establish and maintain a good level of parent and school partnership in the best interests of each child. We hope that regular contact between staff and parents will enable us to settle any problem before it becomes a serious concern.

All complaints are dealt with as quickly and efficiently as possible. The length of time a complaint takes to be resolved varies and depends on the gravity and complexity of the individual case and the urgency with which it needs to be settled. Our aim is to deal with your complaint within a period, which is reasonable in the circumstances. We will keep you informed at all times. All complaints will be investigated fully.

### **Informal Stage**

Many disagreements can be best resolved locally in discussion with the head teacher and other staff of the school or in other informal discussion without the need for formal procedures. If you are concerned about anything, you should try to resolve the matter through talking with your child's class teacher, the Headteacher or by following this stage first.

### **Formal Stage 1 (Within School)**

If you are not satisfied with the attempts to settle the disagreement informally you can proceed to the formal stage.

You should set out your complaint in writing and send it to the chairman of Governors. A pro-forma can be obtained from the school office or copied from the back of this policy. The Chairman of Governors will look into the complaint and you will be notified in writing of the result.

### **Formal Stage 2**

If you feel that the chairman has not dealt with the complaint, to your satisfaction, or if the chairman feels the complaint is complicated and would be better investigated by a group of governors, an independent panel of governors drawn from the relevant subcommittee, will be set up to consider the complaint. It may call any person to the meeting who may establish the facts of the case - e.g. a member of staff or a parent. You will be told who they are before the meeting. A friend or representative may accompany both sides.

When the complaint has been fully investigated and considered, the chairman of the panel will notify you of the outcome in writing, giving reasons any proposed action to be taken and further recourse if appropriate. A copy of the letter will be sent to the Head Teacher.

### **Formal Stage 3**

If you are unhappy with the way the governors have dealt with your complaint, or if your complaint is about the governors, you can contact the Director of Education at The Town Hall, Wandsworth High Street, London SW18 2PU. You may also contact the Director of Education at the Southwark Diocesan Board of Education, 48 Union Street, London SE1.

The Director will investigate your complaint and will write to you with a reply. You will also be informed of what further action you can take if you are still not satisfied.

This policy was reviewed and agreed by the staff and governors of St Anne's CE School in February 2014. It will be reviewed in September 2017.

