

What to do if you have a concern about anything that has happened in school

Step 1: As soon as you have a concern

Please contact the school office, your child's class teacher or the phase leader, in the first instance depending on your concern.

It is in everyone's interests to deal with concerns quickly and effectively.



Step 2: If you still are concerned

Please arrange to see a member of the senior leadership team who will be happy to help you, often without an appointment. Just call into the school office either personally or by phone.



Step 3: If you still feel unhappy with how your concern was dealt with

You can make a formal complaint by completing a complaint form. The receptionist will be pleased to help you. This form is then dealt with by the Headteacher or the Chair of Governors depending on the nature of the complaint. We will investigate and report back to you within 20 days—but it is usually much quicker. You can ask for a review if you are unhappy with the outcome of the investigation.



Step 4: If you are still dissatisfied with the school's response

You can make a complaint to the **Local Authority**. They will only consider the process followed by the School in line with this published complaints procedure.

The Secretary of State via the **School Complaints Unit (SCU)** of the DfE. They will only intervene where the Governing Board has acted unlawfully or unreasonably and where it is expedient or practical to do so.

Ofsted who can consider complaints about the School as a whole, but not complaints about individual pupils.

Please work with us to ensure that we can resolve any issues quickly to your satisfaction. We have an open door policy which means you are always welcome in school to speak to any member of staff.