**Making a complaint – *a step by step guide for parents/carers***

Parent/carer concerns should normally be raised with the class teacher or, if the concern is about the class teacher, with a member of the Senior Leadership Team*; Mrs Wright (Executive Headteacher), Mrs Bailey (Head of School), Mrs Stringer (Assistant Headteacher), Mrs Hopson (Assistant Headteacher), Miss Albiston, Miss Muia or Mrs Marsh.*

If the issue remains unresolved, the next step is to make a formal complaint.

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**Formal Stage 1 -** Complete a Complaints Form and pass via the school office to the Headteacher (this form is available from the Complaints Page of the school website or from the school office).

If the complaint is about the Headteacher, it should be addressed to the ‘Chair of Governors’.

A complaint about the Chair of Governors, any individual Governor or the whole Governing Body should be addressed to the ‘Clerk to the Governing Body’.

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**Formal Stage 2** *–* Request a meeting with a panel of three members of the Governing Body. This must be made to the ‘Clerk to the Governing Body’ via the school office and made within 21 days of receipt of the Formal Stage 1 response.

**This is the final stage of the complaints procedure.**

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If still dissatisfied with the outcome of your complaint pleasecontact:

The Department for Education online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus)

By telephone on: 0370 000 2288

In writing at: Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

*For more information on our School Complaints Procedure please see* ***our Complaint Policy*** *(available on the Complaints Page of our school website or paper copies can be obtained from the school office).*