



Redlands Community Primary School – Complaints Procedures

At Redlands we strive to provide excellent education and care for our pupils at all times. However, we accept that occasionally things can go wrong. This procedure describes how parents may make a complaint and to whom, if they are dissatisfied with any aspect of our provision.

We value our partnership with parents and will endeavour to resolve your concern or complaint as quickly as possible. To help us properly investigate your complaint we ask that you bring it to the attention of the school as soon as possible, and in general, no later than 3 months after the event that gave rise to the complaint.

How to complain:

Stage 1 – Informal stage

We hope that most concerns can be resolved at an early stage with a conversation with the class teacher.

Class teachers are available at the start and end of the day, or it may be more appropriate to make an appointment so that more time can be given to address your concern. Appointments can be made through the school office.

If your concern is not resolved at this stage, you may wish to make a formal complaint by proceeding to stage 2 of this procedure.

Stage 2 – Referral to key stage leader

If your concerns have not been resolved at stage one, you can request appointment with the relevant key stage leader. Your key stage coordinators are: -

- Early Years Foundation Stage – Miss Booth
- Key Stage One – Mr Page
- Key Stage Two – Miss Toon

The key stage leader will meet with you and talk through your complaint to ensure your concerns are taken seriously and you are treated fairly. It is important you say why you weren't happy with the response from Stage 1.

The key stage coordinator will then investigate your complaint and will let you have a full explanation within 10 school days. If this is not possible you will be advised of when they expect to be able to provide this information.

If you are unhappy with the response you have received, you can go to Stage 3 (see below).

Stage 3 – Referral to senior leaders

If you are unhappy with the Stage 2 outcome you can escalate your complaint to a member of the Senior Leadership Team.

Please provide us with as much detail as you can to help us investigate your complaint using the attached Complaint Form.

Your complaint will be acknowledged within 5 schools days and a mutually convenient time arranged to discuss your complaint.

The Senior Leader will then investigate your complaint and will let you have a full explanation within 15 school days. If this is not possible, you will be advised of when they expect to be able to provide this information.

Your senior leaders are: -

Mrs Headley – Assistant Headteacher & SENDCO

Mrs Ball – Assistant Headteacher

Mrs Tobin – Headteacher

Stage 5: - Referral to the Advisory Board

If your complaint is still not resolved, you can refer your complaint to the Advisory Board within 10 school days of getting the Stage 4 response. Please write to the Chair of the Advisory Board, care of the school, providing a copy of the written complaint, the school's response and details of why you are not satisfied with the outcome.

A member of the Advisory Board will acknowledge receipt of the complaint within 5 school days and provide a timescale for response. The Advisory Board Member will review your complaint, the actions taken by the school to resolve it and provide you with a written response.

Stage 6 – Review Panel

If you are unhappy with the Stage 5 outcome you need to let the school know within 10 school days of getting the Stage 4 response and tell them you want to make a Stage 5 complaint. You can let them know over the phone, face to face or in writing.

At this stage there will be a 'Review Panel' of three people, one of whom will be independent of school and Trust. The panel will hear your complaint and consider how it can be resolved. They will decide if:

- the complaint investigation process was carried out fairly
- the outcomes were reasonable
- any more can be done to help resolve your issue.

This is the final stage of review for any complaint within the school and Trust but, if you are still unhappy, you can refer your complaint to the Department for Education (DfE). The DfE can only look at complaints that have followed all stages of the procedure. To refer your complaint to the DfE please visit <https://www.gov.uk/complain-about-school/state-schools>



Complaints Form

Your name:	
Pupil's name (if relevant):	
Your relationship to the pupil (if relevant):	
Please give details of your complaint.	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signed:	Date:

Office Use:
Date acknowledgement sent:
By who:
Complaint referred to:
Date: