



What to do if you have a concern or complaint about the school

There may be occasions when problems occur, and in most cases, these are sorted out quickly at the informal stage and with the person concerned. However, you may wish to complain formally.

Here is a quick reference guide to raising a concern and making a complaint. Further information is available on the school website or from the school office regarding the complaint's procedure, including additional guidance and timescales.

How do I make a complaint?

You should make your complaint as soon as possible after the event and usually within 3 months. This will enable us to establish more easily what has happened. Broadly, there are four stages you follow to address your problem. These are:

Informal Stage	Speak to someone informally. Class teachers are available by making an appointment so that more time can be given to address the concern.	 Concern not resolved
Stage 1	Make a formal complaint to the Headteacher in writing. A complaints form is available from the school office.	
Stage 2	Escalate your complaint to the Chair of the Local Governing Board This should be made in writing to the Chair of the local Governing Board, via the school office, outlining the details of your complaint and why you aren't satisfied with the response.	 Complaint not resolved
Stage 3	Request a meeting of the Complaint Appeal Panel A request for a hearing before the complaints panel can be made in writing to the Clerk to the Governing Board.	
		 Complaint not resolved

We aim to make our complaints procedure easy to follow however appreciate that sometimes you may need support. If at any stage, you need help or guidance please contact the School Office.

Are there any further rights of appeal?

If you do not feel your complaint has been handled in accordance with the published complaints procedure or that the school has acted unlawfully or unreasonably, then you can contact the Education and Skills Funding Agency (ESFA).

To refer a complaint to the ESFA please visit: <https://www.gov.uk/government/publications/complain-about-an-academy/complain-about-an-academy>
