



Laughton CP School Concerns and Complaints Policy

Body of policy:

Rationale

Since 1 September 2003 Governing Bodies (GBs) of all maintained schools and maintained nursery schools in England have been required, under Section 29 of the [Education Act 2002](#), to have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides. This includes complaints about the curriculum, sex education and religious worship.

Concerns and complaints

Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. Our aim as a school is to handle concerns in a way that avoids the need for formal procedures. In the first instance, if you have a concern, please approach the member of staff concerned (or governor if your concern is with the behaviour of a governor) and talk informally about your complaint. It would be helpful at this stage for you to set out what change you would like to see in order to feel that your informal complaint has been resolved.

If you are still unhappy after this, please speak with the Deputy head or Head teacher or, if your concern is about a governor, the Chair of Governors. If your concern is about any of these three parties, please see one of the other parties mentioned in this paragraph.

Complaint procedure

Should informal means fail to resolve your concerns, you may feel it necessary to make a formal complaint. There are two stages to this procedure.

Stage 1 – complaint to the Head teacher. Please set out your complaint using the attached form and hand to the Head teacher. Where the complaint concerns the Head teacher, the complaint should be addressed to the chair of governors.

The complaint will be acknowledged within 5 working days and an offer to discuss possible resolutions will be made within 10 working days.

Stage 2 – if the complainant is dissatisfied with the outcome of Stage 1, they should contact the Chair of Governors (use govs@laughton.e-sussex.sch.uk or drop a note into the school office) to ask for the Complaints panel to be convened. If your complaint is against the Chair of Governors, please contact the Vice Chair, through the school office. The panel will be convened within 10 working days and an answer will be given to the complainant within a further 5 working days.

Vexatious Complaints

There may be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the GB will inform them in writing that the procedure has been exhausted and that the matter is now closed.

School Complaints Procedure

Annex – School complaint form

Please complete and return to Rachel West (Head teacher) who will acknowledge receipt and explain what action will be taken. In the case that your complaint concerns the Head teacher, please return to Denise Kong via the school office or govs@laughton.e-sussex.sch.uk

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

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)?**

School Complaints Procedure

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: