

Amblecote Primary School



Complaints Procedure

Amblecote's complaints policy is available to read and details the procedure available in all Dudley Primary schools. This flyer is an overview of that policy.

Stage one – Talk to the Headteacher (or appropriate senior member of staff).

You may complete a Stage 1 meeting request form detailing your complaint or concern and whom you would like to discuss this with. These forms are available from the school office. Then a suitable meeting will take place where you can explain your complaint/concern in more detail.

The Headteacher (or representative) will:

- Wherever possible respond to your complaint immediately OR, where this is not possible
- Investigate your complaint and respond within 10 working days informing you of the outcome and decisions made to resolve the issue.

There are some issues that the Headteacher will not be able to deal with because they are the responsibility of the Council rather than the school (e.g. school transport & admissions). If this applies in your case the school will ask you to contact the Directorate of People Services.

If you are not satisfied with the response you receive from the Headteacher/ Senior manager you should go to the next step of the complaints procedure.

Stage Two – Make a formal complaint to the Headteacher.

- You will need to complete the Formal Complaint form and return it to school.
- If the complaint is against the Headteacher you will need to go straight to Stage 3. If the complaint is against the Chair of Governors go straight to Stage 4.

If you are not satisfied with the response to your formal complaint you should go to the next step of the complaints procedure.

Stage 3 – Complaint heard by the Governing Body:

- You will need to complete a stage 3 complaint form and address this to the Chair of Governors at Amblecote Primary School.
- The complaint should be raised within 10 school days from the outcome of stage 2 and include all relevant papers.
- The Chair of Governors will acknowledge your letter within 10 school days (excluding holidays and weekends).
- Tell you what arrangements have been made for your complaint to be considered
- Provide the opportunity for you to discuss your letter in more detail with the Governors dealing with your complaint. You can take a friend or an advisor with you. (If your complaint can be put right straightaway this should not be necessary).
- Investigate your complaint within 20 school days.
- Write to you within 5 days of completion of the investigation explaining the results and telling you of any action that has been recommended to put matters right.

If you are not satisfied with the response you receive from the Governors you may continue your complaint to the next stage of the complaints procedure.

Step Four – Appeal heard by Complaints Appeals Committee

You should:

- Complete the stage 4 complaints form within 10 days of the outcome of Stage 3.
- Give full details of your complaint and attach relevant information/papers.
- Send this to the Clerk of the Governing Body
- The clerk will acknowledge the complaint within 10 school days and make arrangements to hold an appeal hearing as soon as possible.

The governor appeal hearing is the last school based stage and is not convened merely to rubber stamp previous decisions.

If you are still not happy with the decision of the Appeal committee the next stage is stage 5 where the complaint is heard by the Local Authority:

- You must complete the stage 5 form and attach relevant papers and send it to the Strategic Director for People Services in the Council at....
Westox House
1 Trinity Road
Dudley
West Midlands, DY1 1JQ
01384 814225
Fax: 01384 814216
Email: reception.ed@dudley.gov.uk
- They will acknowledge your letter within 3 working days.
- Nominate an appropriate person to investigate the way in which your complaint has been dealt with.
- Write to you within *20 working* days explaining the outcome of the investigation and any recommendations.
- Contact your school advising them of the outcome and, where appropriate, the steps needed to put matters right.

Where a complaint remains unresolved the final stage of appeal is to the Secretary of State and should be submitted to....

The Schools Complaints Unit (SCU)
Department for Education
2nd Floor
Piccadilly Gate
Manchester
M1 2WD

Where there are other ways of appealing or complaining you will be given advice about what to do. These are some examples of when there are other procedures:

- *Admissions to Schools*

Guidance notes are issued to parents wishing to appeal against a decision not to give their child a place at the parent's preferred school.

- ***Suspension or Exclusion of Pupils from School***

The letter sent by the Headteacher to parents in these cases will explain the rights of appeal.

- ***Additional Educational Provision (special needs)***

Information and guidance notes about appeal procedures are available to parents in a separate booklet.

- ***School Re-organisation Proposals***

Public notices are issued giving details of when a new school is proposed or proposals for an existing school to be closed or amalgamated. The notices will explain how individuals can express their views.

Since 1st August 2012, the requirement to deal with complaints about the curriculum, Religious Education and Sex Education have been removed from the Local Authority.

Therefore, complaints about: The curriculum, Religious Education, or Sex Education must be made directly to the Department for Education.