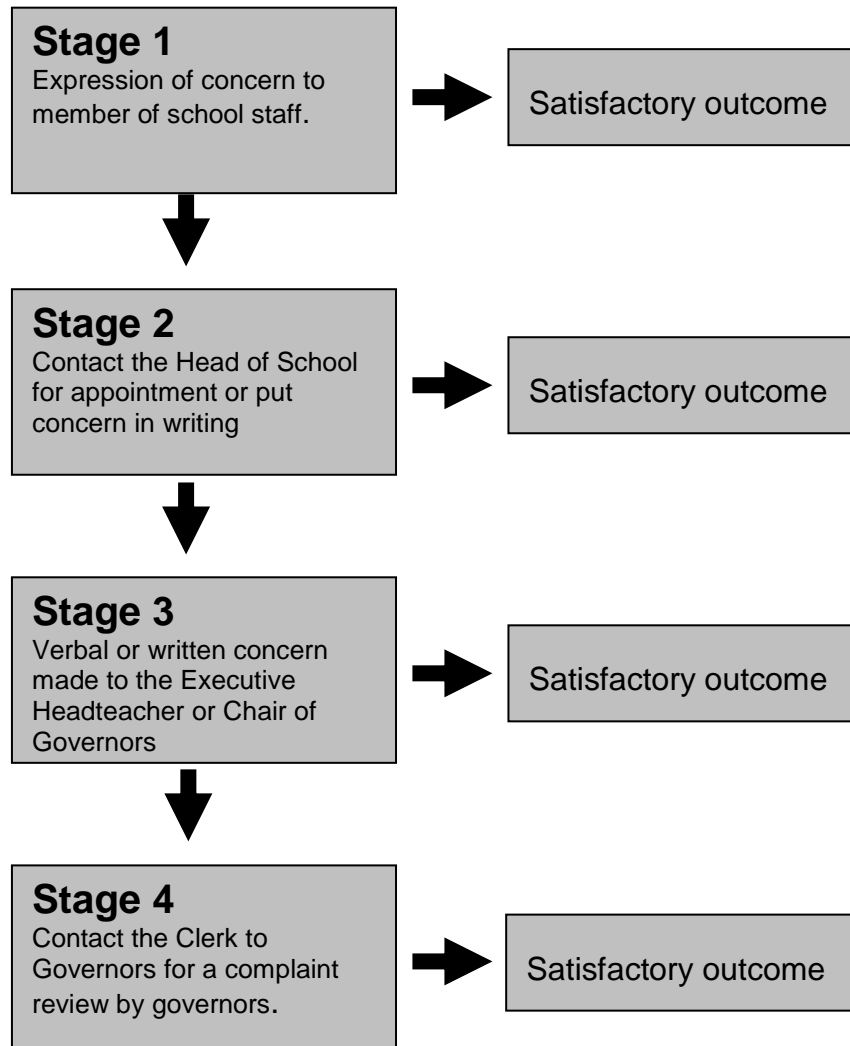


# **A Brief Guide to School Complaints**



**Thomas Knyvett  
College**

# Complaints Procedure



# Introduction

From time to time you may have a concern, as a parent or carer about an aspect of your child's schooling.

For some complaints this process may not be appropriate:

If your complaint relates to:

- Academy School Admissions
- Pupil Exclusion
- Freedom of Information and Data Protection
- Child Protection/Safeguarding
- Statements of Special Education Needs (SEN)

For a complaint that fits the above criteria please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.

# Complaints Procedure

## Stage 1

Discuss your concerns with your child's class teacher or other appropriate member of staff.

Most difficulties are resolved satisfactorily at this stage.

## Stage 2

Contact the Head of School for an appointment to discuss the matter, or puts your concern in writing and they will record your concern, investigate and respond. Mediation may be offered\*

## Stage 3

If the Head of School has been unable to resolve the issues to your satisfaction, please contact the school in either verbal or written form for the attention of the Executive Headteacher or Chairman of Governors who will record your concern, investigate and respond. Mediation may be offered\*

## Stage 4

The purpose of this stage is not to re-investigate your complaint, but to review how your complaint has been dealt with by the school at the earlier stages. It is not possible to go straight to Stage 4, without first completing Stages 1 to 3.

If you wish your complaint to be reviewed you should make your request in writing to the Clerk to the Governors c/o the school. A panel of 2 governors and an appointed independent person will then review your complaint at a meeting to which you will be invited to attend. The Chair of the panel will respond to you in writing with the outcome of the review.

# Further Information

## Further Action

For most complaints the decision of school governors is the last stage of the procedure. However, in certain circumstances further steps may be available. For information please refer to the Responding to Parental Concerns Policy.

**Mediation** In some cases mediation with an impartial facilitator may be available to assist in resolving your concerns.