

School complaints procedure

Many schools and academies have a staged process to deal with complaints and every attempt should be made to resolve any complaints or concerns at the earliest stage possible. Usually the first point of contact in a school or academy is a designated member of staff, class teacher or head of year.

When making a complaint it is important that you (the complainant) identifies your desired outcome, which is what actions you feel might resolve the problem at any stage. You can make a complaint to the school as a pupil, parent or carer.

Members of the general public can make complaints to the school if the school is directly responsible for the issue being complained about for example, behaviour of pupils during break-times; health and safety issues of premises and behaviour of staff.

There are times that formal procedures may be needed when initial attempts to resolve the complaint are unsuccessful and the person raising the complaint remains dissatisfied and wishes the matter to be heard by an impartial committee of the Governing Board. The formal process will be identified within the complaints procedure and this will usually be administered by the clerk to the governing or trust board.