



## KING EDWARD VI SCHOOL, LICHFIELD

### COMPLAINTS POLICY

#### **Making a Formal Complaint**

If it has not been possible to resolve a difficulty informally then you can ask to use the formal complaints procedure.

The Governors of King Edward VI School have drawn up this policy to complement procedures available under statutory provision. Examples of statutory procedures are those dealing with complaints about admissions, exclusions, the failure of the school to meet the requirements of the National Curriculum, or matters relating to conditions of employment of teaching and non-teaching staff. At the first informal stage of the complaints procedure, the Headteacher will draw the attention of parents/guardians to the availability of these procedures. It is not intended that parents/guardians should resort to this procedure if the complaint is to be, or has been, pursued under the relevant statutory procedure.

- Step 1 – The Headteacher

Having discussed your concerns you may feel it necessary to inform the Headteacher that you wish to make a formal complaint. You can do this by writing a letter, filling in a form, or telephoning and arranging an appointment.

- Step 2 – The Governing Body

If you are dissatisfied with the outcome then you can refer your complaint to the Governing Body.

- Contact the Chair of Governors at the school address. You should explain the details of the problem.
- The Chair of Governors will consider your complaint.
- Where appropriate, a Complaints Committee of the Governing Body will be called.
- If a Complaints Committee meets, you will be invited to attend the meeting to make your complaint in person.
- The Chairman of that committee will write to you to inform you of the outcome of the committee meeting.

When considering your complaint, the Chair of Governors may seek advice from officers of the Local Education Authority.

- Step 3 – The Local Education Authority

If you think that the Governors have failed to consider your complaint properly and reasonably, you can raise the matter with the Local Education Authority or the Secretary of State. However, it is important to understand that this is not a general right of appeal for any parent who disagrees with the Governors' decision. If the Governors have followed a proper procedure and considered the complaint reasonably, neither the Local Education Authority nor the Secretary of State can reverse their decisions.

If you wish to raise the matter with the Local Education Authority please contact:

[complaints&customerfeedback@staffordshire.gov.uk](mailto:complaints&customerfeedback@staffordshire.gov.uk)

In your email or letter please explain:

- a) what your complaint to the Governors was,
- b) what response they have made to it,
- c) why you think that the Governors have not followed a proper procedure in considering your complaint, and/or
- d) why you think that their consideration of it was unreasonable.

If you feel that the school has not followed the appropriate procedure, any relevant policies, or has failed to discharge a statutory duty, you may wish to refer your complaint to the Schools Complaints Unit (SCU) within the Department for Education at the address below:

**The Schools Complaints Unit**

Department for Education  
2nd Floor Piccadilly Gate  
Manchester  
M1 2WD

Please note that the SCU will not re-investigate the substance of a complaint as this remains the responsibility of the governing body but, if legislative or policy breaches are found, SCU will report to the governing body and, if necessary, require it to take remedial action.

***Ratified by Governors on 9.11.00. Minute number 00/11 7***

*Updated September 2016 with amended contact details*

**COMPLAINTS**

Usually, a complaint can be made by letter. If you would prefer to complete this form then please do so and return it to the school. Please continue on a separate sheet if necessary.

1. *Name* .....

2. *Address* .....

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3. *Telephone Number (Home)* ..... *(Work)* .....

4. *Name of Child* .....

5. ***Details of the Complaint*** (please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when).

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*Signed* ..... *Date* .....