

## Complaints Procedure

If you wish to make a complaint please contact our school office in the first instance (0121 464 2047).

They will take your details and get a member of SLT to return your call and discuss your complaint in more detail.

The following is the procedure for dealing with complaints:

**Informal Stage** – We would hope to be able to resolve most complaints at this stage

- Discussions with class teacher/Head of School by telephone, letter or by appointment.
- Serious concerns should be addressed to the Executive Head Teacher or to the Chair of Governors if the complaint is about the Executive Head Teacher.

**Formal Stage** - If your complaint is not resolved at the informal stage

- You may choose to put your complaint in writing FAO the Executive Head Teacher or the Chair of Governors if the complaint is about the Executive Head Teacher.
- The written complaint should include any details which may help with any investigation.
- Post or hand this in to the school office in a sealed envelope, addressed appropriately.
- You will be invited to a meeting to clarify your concerns.
- If not resolved at this stage an investigation will follow as soon as possible.
- We will write to you with the outcome of the investigation.
- If you are satisfied with the outcome the process will end here.
- If you are not satisfied with the outcome you will have 10 days to ask the governing body for a review of the process.

### **Review Process**

Should a complaint get to this stage a panel of 3 Governors would need to meet within 10 school days of the request being made.

You will be informed of the outcome.