



**St. George's**  
CE Primary School

# Complaints Procedure for Parents/Carers

**Our Vision and Culture Statement**

**Be brave. Be great. Be you.**

**We are fun. We are together.**

1. Most concerns can be dealt with by a parent or carer talking with the class teacher or member of staff at the beginning or end of the day.
2. However, it is regrettable, but inevitable, that situations will arise from time to time when parents and carers wish to express their concern about something they believe to have happened or about an omission on the part of the school. In these circumstances they are advised to contact the headteacher or in her/his absence a senior member of staff available, so that the complaint or concern can be addressed as quickly as possible. The parents/carers expressing the concern will be contacted within three working days by a senior member of staff to inform them of the outcome of any investigations into the matter or any action taken.
3. If the parent/carers are not satisfied with this action and/or they wish to make a formal complaint they should put the complaint in writing and send it to the headteacher. The complaint will be logged and receipt of the complaint will be acknowledged in writing within three working days. The complainant will then be invited to the school to discuss the matter and/or receive a written response to the complaint within ten working days.
4. If a parent/carers is not satisfied with the way the headteacher and senior managers of St George's School have dealt with the complaint, they should then write to the Chair of Governors c/o St George's School with a copy going to the headteacher. The Chair of Governors will acknowledge receipt of the written complaint within 3 working days. The Chair will investigate whether your problem has been dealt with in an appropriate manner and report back to you in writing normally within 10 working days.
5. If you are unhappy with the Chair of Governors' findings and wish to pursue the complaint, you have the opportunity of a formal hearing before a Complaints Panel of the Governing Body. The panel will consist of at least three people none of whom will have been directly involved in the matters detailed in the complaint. One member of the panel will be independent of the management and running of the school. A hearing will be arranged which parents may attend with a representative should they wish. The panel will be established and date for the hearing set within ten days of the written complaint being received.

The panel will make findings and recommendations. Copies of these will be made available to the complainant, headteacher, and, where relevant, the person complained about. Written records will be kept of all complaints and will indicate at what stage the complaint was resolved.

All correspondence and records of complaints will be kept confidential.

Parents/carers may also wish to contact the Local Authority if they do not feel that their complaint has been dealt with satisfactorily.

## **Complaints Procedure:**

**Step 1** Talk to teacher/member of staff

**Step 2** Talk to Headteacher or Senior member of staff (recorded)

**Step 3** Write to Headteacher (filed)

**Step 4** Formal complaint to Chair of Governors (Appendix A) **Step 5** Complaints Panel

Reviewed annually

Last reviewed Autumn 2020



# APPENDIX A

Perry Vale, Forest Hill, London SE23 2NE | 020 8699 5127

[admin@stgeorges.lewisham.sch.uk](mailto:admin@stgeorges.lewisham.sch.uk)

[www.stgeorges.lewisham.sch.uk](http://www.stgeorges.lewisham.sch.uk)

Headteacher: Mr D Janes

Deputy Headteacher: Miss K MacAlpine

Assistant Headteacher: Mrs L Franklin-Smith

## FROM THE CHAIR OF GOVERNORS: COMPLAINT FORM

*Please complete and return to the chair of Governors.*

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to, and what was the response?)

What actions do you feel might resolve the problem at this stage?

Are you attaching any paper work? Please give details

Name

Signature

Date

(For official use only) Date acknowledgement sent:

By who:

Complaint referred to:

Date: