



Complaints Procedure

MEADOWS PRIMARY SCHOOL AND NURSERY

COMPLAINTS PROCEDURE

At Meadows Primary School and Nursery we encourage dialogue between Parents/Carers/Guardians and members of school staff.

The school has the following stages within the complaints procedure:

Stage 1(informal)

It is hoped that the majority of complaints can be resolved informally by raising them with the class teacher or another member of staff. An informal discussion or meeting can be arranged and resolution implemented.

Stage 2 (formal)

If the complainant is not satisfied with the outcome of the informal stage then a letter should be written to the Headteacher who will deal with the complaint as follows:

- Formally acknowledge it within five school working days.
- Tell you the name and telephone number of the person looking into your complaint.
- Respond to it within twenty school working days or if it is not possible to give you a complete answer, telling you what is being done to investigate and how long it is expected to take.

Stage 3

Complainants not satisfied with the outcome of their complaint dealt with by the Headteacher should write to:

The Chair of Governors

C/o The School

The Chair of Governors will respond to the complaint in writing within twenty working days.

Stage 4

Complainants not satisfied with the outcome from the Chair of Governors will need to write a letter to request that the complaint is heard by the Governing Body Complaints Appeal Panel.

The Chair of the panel will notify the complainant in writing once a decision has been made.

The final stage of the appeal is to the Secretary of State for Education.

If you are dissatisfied of the outcome of your complaint, you should write to The School Complaints Unit (SCU) at:

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