



Repton Manor Primary School

Complaints Procedure

It is anticipated that most concerns raised by parents or carers will be resolved through the class teacher or another member of school staff. Parents concerns are always important as it is only when the triangle of parent, teacher and pupil works together, that children will thrive. This procedure is therefore designed for those concerns which are not resolved easily.

1. Where a parent remains dissatisfied after speaking with the member of staff concerned s/he should raise the issue with a member of Senior Leadership.
2. Where a parent remains dissatisfied after speaking with a member of Senior Leadership the problem can then be formally investigated by the Headteacher on receipt of a written complaint form.
3. The Headteacher should acknowledge receipt within 3 working days and respond in writing within 10 working days.
4. Where a parent remains dissatisfied the complaint will then be passed to the Governors Complaints Panel, who will set a meeting within 10 working days, or as soon after where practical. The complainant and Headteacher can submit written and verbal evidence for the panel to consider.
5. The Panel should respond in writing within 10 working days with their decision. If enquiries need to be made that will take longer than 10 working days this should be explained in writing within three working days.
6. In the event of the complainant being dissatisfied with the outcome, s/he has the right to appeal to the Local Government Ombudsman.