

The Coastal Federation

Bacton Primary School



Mundesley Infant School



Mundesley Junior School



Complaints Procedure Statement 2018

Formally adopted by the Governing Body/ Trust of:-	The Coastal Federation
On:-	01/06/2018
Chair of Governors/Trustees:-	Annie Edwards
Last updated:-	

Aim: The Coastal Federation wants all its pupils to be happy, healthy and safe and to achieve. We recognise that parents, guardians and carers play an important part in making this happen. Cooperation between all parties leads to a shared sense of purpose and most importantly a good atmosphere in our school.

We recognise that there will be occasions when concerns and complaints arise and this procedure ensures they can be resolved as quickly as possible.

Summary of the Levels in our School’s Complaints Procedure

What you should do	What will happen
Level 1. Informal Make an appointment with the class teacher	An appointment will be made as quickly as possible to discuss the complaint calmly and politely. A realistic resolution to the problem can be agreed
Level 2. Informal If you are still dissatisfied with the result from the discussion with the class teacher, you should ask for an appointment with the Head Teacher	An appointment will be made (it may not be possible for it to be immediate). The head teacher may feel that input from a particular governor would be helpful in bringing about a resolution. The head teacher will always write to the parents / carers summarising what has been agreed regarding the issue.
Level 3. Official Complaint If the issue is still unresolved a formal letter of complaint must be sent to the head teacher. You must set out clearly all the issues in the previous level and why you consider the issue to be unresolved.	This is a serious step to be taken; everyone concerned will need to concentrate on finding a resolution to the issue. The head teacher will consider the complaint and discuss a resolution with you. This will be within 10 school days of receipt of your letter. The head teacher will always write to the parents / carers summarising what has been agreed regarding the issue.
Level 4. Governors Complaints Panel If you wish to move to this level of the formal complaints procedure you will need to write to the Chair of Governors at the school address, marked 'Urgent & Confidential' to request that a Governors Complaints Panel meets. This letter will need to set out the complaint that has previously been discussed with the head teacher and show why you feel the complaint was not resolved.	The clerk to the governors will acknowledge your detailed letter within 5 school days. A panel of governors will be appointed to meet within 15 school days of receipt depending on term time remaining. At least 5 days prior to the meeting, all documentation will be sent to the panel, head teacher and complainant. Both you and the head teacher will be invited to attend the Governors Complaint Panel meeting to give a verbal statement in support of the documentation provided. Each can bring someone to support them if they wish. At the meeting, you and the head teacher may be asked to clarify any information detailed in the complaint. You will then be asked to leave whilst the panel discusses the issue. After the meeting, the panel will write to you within 10 days detailing their decision and suggesting a possible resolution if appropriate. The Governors Complaints Panel decision is final.

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To make an appointment to see a class teacher or the head teacher, please telephone or write to the teacher concerned via the school office.

If the concern or complaint is specifically about our head teacher, and is unable to be resolved at the informal stages, then Level 3 will be skipped. It will be necessary for you to formally complain to the Chair of Governors by following Level 4. The only difference being that the chair, rather than the clerk, will acknowledge within 5 school days.

The decision of the governors' complaint panel will not be investigated. If, however, you feel that our school and its governors have not followed this complaints procedure correctly, you can contact a Children's Services Officer for assistance. In this case, you should ring 0844 800 8001 who will arrange for an officer to contact you.