



Complaints Procedure and Process

The Complaints Procedure for Seal School:

Complaints relevant to matters such as:

“lack of progress in school; indiscipline; disagreements over policy; unfair treatment; misunderstandings; lack of information; neighbour in dispute” (KCC Complaints Document) will be dealt with in the following way:

STAGES

- ONE** Initially the class teacher/secretary etc. can deal with complaints. These will be recorded as necessary depending on the circumstances.
- TWO** If STAGE ONE does not satisfy complainant, the Headteacher Mrs Mitchell or, in her absence, her Deputy Mrs Butler, should be contacted next. The complaint should be recorded, action noted and a written reply given. In all complaints matters, parents will have access to the headteacher, by appointment, if they wish it. As part of the Complaints Procedure, those concerned will be asked to comment on matters in which they are directly involved.
- THREE** If complainants are still dissatisfied with decisions or outcomes **they should write** to the Chairman of the Governors. If the Chairman is unable to resolve the complaint herself she will refer the matter to the Board of Governors who will arrange for it to be investigated. A panel of three governors will consider the outcome of the investigation and determine such action as they judge to be appropriate. The complainant/s will receive a written response to their complaint and *may* be asked to speak with the panel. All correspondence will be acknowledged and replied to formally.
- FOUR** If complainants are dissatisfied with the governor’s response, they now have the right to take their complaints to the Secretary of State for Education.

Secretary of State
Department for Education
Castle View House
East Lane
RUNCORN
Cheshire
WA7 2GJ
0370 000 2288
Typetalk:18001 0370 000 2288
Fax: 01928 738248

The above procedure should be notified to parents and agreed between the Staff, Headteacher and Governing Body. The process should then be followed at all times, referring matters back to earlier stages, if necessary.

Appendix 1

**Chair of Governors
Mrs Kim Silver,
47 Brittain Lane,
Sevenoaks,
Kent. TN13 2JP**