

General Complaints Procedure

Where any person has a complaint relating to the school which is not covered by specific and statutory procedures otherwise in place, that person should follow the following arrangements of the Governing Body to secure that their complaint is addressed and resolved: -

Informal Complaints

- In the first instance, the person with the complaint should endeavour to resolve it informally by referring it to the Head Teacher or their delegate. Normally, speaking to the Head Teacher will do this.

The school would normally respond to complaints within two school weeks.

Formal Complaints

- If the person with the complaint is not satisfied with raising it verbally with the Head Teacher he/she should put the matter in writing to the Head Teacher.
- If the person with the complaint continues not to be satisfied with the handling of the complaint at this stage, he/she should put the matter in writing to the Chair of Governors c/o Clerk to the Governing Body at the school address.
- If the complaint is against the Headteacher, he/she should put the matter in writing to the Chair of Governors c/o Clerk to the Governing Body at the school address.
- If the person with the complaint continues not to be satisfied after the Chair of Governors has considered it, he/she may refer it formally in writing to the Chairs Committee of the Governing Body. The complaint should be addressed to "The Clerk to the Governing Body, c/o Park Hall Junior Academy". At this stage of the procedure, the Chair of Governors will stand down from the Chairs Committee.
- The reference of complaints to the Chairs Committee will be the final stage of this procedure of Park Hall Junior Academy.

Formal complaints will normally be responded to within three school weeks.

Where complaints are of a complex nature and the matter will take longer to investigate and resolve, an appropriate timescale will be agreed with the complainant.

Note: -

The arrangements set out above are intended to meet the requirements of Section 29 of the Education Act 2002. The Governing Body has separate arrangements for dealing with matters such as the curriculum, admissions, exclusions, discipline and grievance.