

Pioneer Federation



Complaints Policy

Written: April 2018

Reviewed:

Date for Review: April 2021

Most issues and concerns about school life can be resolved on an informal basis. The complaint procedure is in place to be used when parents are not happy that an informal resolution has been reached.

Stage 1:

Parents wishing to make a complaint should, in the first instance, make an appointment to take the matter up with the child's teacher, and attempt to resolve it by informal discussion at that level.

Stage 2:

Should it be undesirable or impracticable to discuss the complaint with the teacher, or the complaint remains unresolved after discussion with the teacher, an appointment should be made to take up the matter with the Head of School, or with the Executive Headteacher.

The Head of School, or the Executive Headteacher will, within one school day, if practicable, discuss the complaint with the parents and with the teacher present – either initially or, if desirable, at a later stage.

If the matter is resolved to the satisfaction of the parents, brief details of the complaint and of the outcome shall be recorded in a register of complaints maintained by the school.

The outcome will be recorded in writing to the parents, unless they request otherwise.

If the complaint is against the Executive Headteacher, attempts will be made to discuss and resolve the matter informally. If that fails and the parents remain dissatisfied, then the Chair of Governors will see the parents as soon as possible, with the Headteacher – initially or at a later stage – and attempt to find a solution to the problem.

Stage 3:

If the parents remain dissatisfied, they must inform the Executive Headteacher and then write to the Chair of Governors, c/o East Hoathly CE Primary School or Chiddingly Primary School. The Chair of Governors will decide whether to pass the matter on to the Governors' Complaints Panel or the Local Education Authority (LEA), then either:

- (a) The Governors' Complaints Panel will seek to resolve the situation, or
- (b) The LEA County Education Officer will be advised.

Parents will be kept informed and the complaint will be recorded in the Register of Complaints.

Useful addresses:

The Executive Headteacher

East Hoathly Church of England Primary School
Church Marks Lane
East Hoathly
Lewes
BN8 6EQ

The Executive Headteacher

Chiddingly Primary School
Muddles Green
Chiddingly
Lewes
BN8 6HN

Chair of Governors
c/o East Hoathly Church of England Primary School
c/o Chiddingly Primary School
(as above)

County Education Officer
County Hall
St Anne's Crescent
LEWES
East Sussex
BN7 1SG