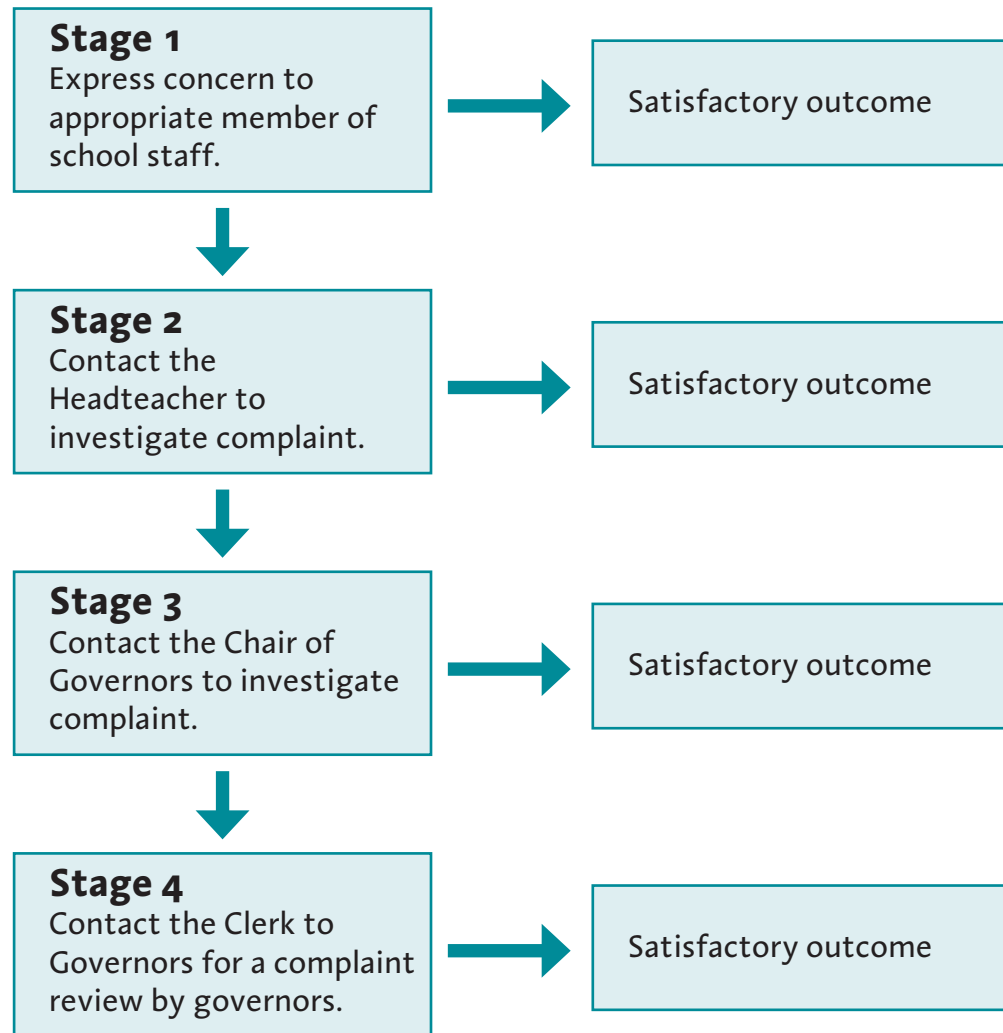


A brief guide to school complaints



Surrey County Council model complaints procedure

Introduction



From time to time you may have a concern about a school, or as a parent or carer about an aspect of your child's schooling.

Schools are required by law to have procedures for handling complaints. Most Surrey County Council schools have adopted the Surrey County Council model complaints procedure for schools briefly explained in this leaflet. You should check with your school and request a copy of their complaints policy and any guidance they may have which may differ from the procedures outlined in this leaflet.

For some complaints this process may not be appropriate:

If your complaint relates to:

- Pupil Exclusion
- Admission to School
- Child Protection/Safeguarding
- Home to School Transport
- Special Educational Needs

Please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.



Stage 1

Discuss your concerns with your child's class teacher or other appropriate member of staff. Most difficulties are resolved satisfactorily at this stage.

Stage 2

Contact the Headteacher by arranging an appointment to discuss the matter or put your concern in writing. The Headteacher will investigate your concerns and respond.

Stage 3

If the Headteacher has been unable to resolve the issues to your satisfaction, complete a Stage 3 Complaint Form (available from the school office and/or school website) and return it to the Chair of Governors c/o the school. The Chair of Governors or nominated governor will investigate and respond.

Stage 4

The purpose of this stage is not to re-investigate your complaint, but to review how your complaint has been dealt with by the school at the earlier stages.

If you wish your complaint to be reviewed you should make your request in writing to the Clerk to the Governors c/o the school. A panel of 3 governors will then review your complaint at a meeting to which you will be invited to attend. The Chair of the panel will respond to you in writing with the outcome of the review.

Further Action

For most complaints the decision of school governors is the last stage of the procedure in Surrey County Council schools. However, in certain circumstances further steps may be available. For information contact the Surrey County Council Contact Centre on 03456 009 009.

Mediation

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.

Further Assistance

Surrey County Council are committed to ensuring that no one is excluded from the school complaints process. If you have difficulties that may prevent you from representing yourself in writing or in person please

contact the school or the Surrey County Council Contact Centre on 03456 009 009.

For a more detailed explanation of the Surrey County Council Model Schools Complaints Procedure please see:

'Responding to Concerns about Surrey County Council Schools – Guidance for Parents, Carers and the General Public'.

This is available from most schools, the Surrey County Council Contact Centre on 03456 009 009 or online www.surreycc.gov.uk/learning.

If you would like this document in large print, on tape, in another language or if you need help with reading this leaflet please contact us on:

Telephone - 03456 009 009

Minicom - 020 8541 8914

Fax - 020 8541 9004

Email - contactcentre@surreycc.gov.uk