

## WHEN DO THESE STEPS APPLY?

This document does not apply to complaints about:

- Pupil admissions
- Pupil exclusions
- EHC Plans
- Disciplinary issues relating to members of staff

Each of these follows its own process of complaints and appeals which are outlined in their relevant policies.

If there is an allegation or concern about physical or sexual misconduct towards a child, or there is a belief that a child may be at risk of serious harm, the school will immediately refer the case to child protection and welfare services. If it is decided that there is cause for an official investigation, the decisions by these authorities will supersede those made by the school and outlined in this document.

Where the complaint relates to a safeguarding referral made by a member of staff at the school, any consideration of that complaint by the school will be limited to a review of the reasonableness of the decision to make the referral in light of the evidence available to the member of staff at that time and in light of the school's safeguarding policies.

For more information on our school's provision for protecting our pupils, read our **child protection and safeguarding policy**, and the **whistleblowing policy**.

Anonymous complaints will not be examined under this document.

### ALWAYS REMEMBER

It is in the best interests of everyone to get any complaint resolved as quickly as possible.

## KEY CONTACTS

**The Headteacher - Victoria Withers**  
**The Chair of Governors - Kate Webber**  
**The Clerk of Governors - Kate Knowles**

Ditcheat Primary School

Ditcheat

Shepton Mallet

Somerset

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## PARENTAL COMPLAINTS



### A QUICK GUIDE

## OUR COMPLAINTS PROCEDURES

Ditcheat Primary School is dedicated to providing the best possible education and support for all its pupils. This means having a clear, fair, and efficient procedure for dealing with any complaints from parents to or against the school, so that any issues that arise can be dealt with as swiftly and effectively as possible.

## THE COMPLAINT TABLE EXPLAINED

The table laid out over the next two pages explains how complaints should be made and how concerns can be escalated if the parent feels that their problem has not been correctly addressed.

This table is intended to make the complaint process easier to understand and ensure that complaints are made to the correct person, in the correct way at the correct time.

## FURTHER INFORMATION

For further information, please consult our complaints policy on our website: **Our school: Policies: General complaints policy**

Stage	Type of Complaint	Who should this complaint be made to?	How should this be made	What outcome can you expect?
0	Informal complaint	<p>If the complaint is relating to a child or their education make the complaint to their class teacher.</p> <p>If the complaint is about a member of staff then it should be made to the Headteacher.</p> <p>If the complaint is about the Headteacher then it should be made to the Chair of Governors.</p> <p>If the complaint is about a Governor then it should be made to the Clerk to Governors.</p>	In person, over the phone or in writing.	<p>There may be a request for an informal meeting to gather more information about the complaint.</p> <p>A solution is reached and steps forward are agreed upon.</p> <p>Any complaints referred to the wrong person will be passed back to the appropriate member of staff.</p>
1	Formal complaint	<p>If you are dissatisfied with the outcome you have received from speaking to a member of staff then please make a formal complaint to the Headteacher.</p> <p>If your complaint is about the Headteacher please move on to Stage 2.</p>	In writing, preferably using (or with reference to) the School's Complaint Form (Annex B in the Complaint's policy on our website).	<p>The Headteacher may call you in for a meeting to further discuss the complaint.</p> <p>The Headteacher will send a written report within 5 school days explaining their decisions, rationale and any further actions.</p>
2		<p>If, having spoken to the Headteacher, you are dissatisfied with the outcome of your complaint or your complaint is about the Headteacher, you may lodge your complaint with the Chair of Governors.</p>	In writing, preferably using (or with reference to) the School's Complaint Form (Annex B in the Complaint's policy on our website).	<p>The Chair of Governors will send a written report within 10 school days explaining their decisions, rationale and any further actions.</p> <p>They will also outline your right of appeal.</p>
3	Appeals	<p>If you would like to lodge an appeal following the outcome of Stage 2 this will be taken to the appeals panel. You should write to the Clerk to the Governing Body to exercise this right within 10 school days.</p>	In writing.	<p>You will receive an acknowledgement of your letter from the Clerk. An appeal panel meeting will be convened within 15 days of the acknowledgement being sent.</p> <p>A letter of outcome will be issued within 10 working days to the panel.</p>
4	Further action	<p>The appeal panel's decision is final. If you are still unhappy with the outcome or process then you can complain to the Secretary of State.</p>	<p>Complaints can be submitted online at: <a href="https://www.gov.uk/complain-about-school">https://www.gov.uk/complain-about-school</a>.</p>	