



Complaints Policy and Procedure

Policy Date: September 2021

Review Date: September 2022

Section 23 of the Education Act 1988 allows parents and others to make a complaint if they think that the Governing Body or Local Authority is failing in its duty to comply with the legislation.

From time to time problems may arise in school. As a parent, please talk to your child's class teacher in the first instance.

If you have any concerns relating to the school and how it operates, please speak to the Phase Lead for your child, this is Mrs Barker F2 / KS1 or Mrs Hollands KS2. It is hoped that concerns and complaints can be dealt with initially through these discussions.

This is the formal procedure for dealing with complaints.

There are three stages:

1. **The Informal Stage** – The complainant should contact the Headteacher or appropriate officer of the Local Authority (the Headteacher will help to identify this person) to discuss the nature of the complaint. Should informal discussions fail to resolve the difficulty you would move on to stage two.
2. **Formal Complaint to the Governing Board** – This involves a written complaint to the Governing Board. If this too proves unsatisfactory, then there may be a need to proceed to the third stage.
3. **Formal Complaint to the Local Authority** – This will apply where the first two stages have failed to resolve the problem or where the complaint concerns the LA and therefore it would be inappropriate to refer to the Governing Board.

The Local Authority has produced some guidance on procedures to follow for complaints.

<https://www.sheffield.gov.uk/home/schools-childcare/education>