



Stockport School

Complaints Procedure

The aim of this procedure is to achieve a fair, effective and as rapid as possible resolution of parental concerns about the education and/or welfare of individual children in the care of the school.

This procedure will not apply to circumstances covered by a more specific procedure, whether internal or external. For example, exclusions are dealt with in accordance with the School's Exclusions Procedure, and concerns relating to Public Examinations are usually dealt with in accordance with the procedures laid down by examination boards.

Effective and fair resolution of concerns usually requires that they are brought to the school's attention promptly. To be considered under this procedure, complaints should normally be brought within three months of the relevant event(s).

Where the judgement of a member of the school's staff is subject to complaint, the Headteacher (or Chair of Governors) will determine whether the judgement was exercised fairly and reasonably according to the school's standards. There may be more than one fair and reasonable response to a situation.

It is hoped that most complaints and concerns will be resolved quickly and informally. Most complaints should normally be directed in the first instance, to the child's Director of Progress for that particular Key Stage. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction.

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher as soon as possible, (normally within three months of the relevant event(s)), using the official Stockport School Parental Complaints Form. The Headteacher will then endeavour to investigate and respond (either in full or as an interim measure) within ten school days.

Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents informed of this decision in writing.

Reviewed = October 2018

Review date – October 2018





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PARENTAL COMPLAINT FORM

When we receive a complaint, we aim to acknowledge its receipt within 2 days and send a full or interim response within 10 days

Name of Parent/Carer:			
Student's Name:		Tutor Group:	
Address (including Postcode):			
Telephone Number:	Daytime:		Evening:
Email Address:			

What is the nature of your complaint?

Date when the incident/event that your complaint refers to occurred:

Are you attaching any paperwork? If so, please list this below:

What action, if any, have you taken to try and resolve your complaint?

What actions do you feel might resolve the problem at this stage?

Signature: **Date:**





Stockport School

Official use only

Initial response and acknowledgement:

By whom:

Date:

Complaints reference number:

Action taken:

Date:

Data Protection Act – We will only process your personal data to respond to your complaint. This data will be used for administrative and statistical purposes.

