

Learning First Federation
Complaints Policy 2017

- Our schools aim to be fair, open and honest when dealing with any complaint.
- We will listen to them with care and deal with them as quickly as we can.

If you have a complaint about our school you must:

1) Speak to the class teacher

If you feel this has not sorted out the problem or the problem you have is with the class teacher then you can:

2) Speak to Mrs Rourke the Executive Headteacher or Mrs Butler the Associate Headteacher at Kingsfield or Mrs Goodyear at Knypersley who will listen to your concerns and help to sort them out.

If you do not feel your problems has been sorted out by the Executive Headteacher or Associate Headteacher :

1) Write a letter and hand it in to the school office or go to the office and ask to meet with the Chair of Governors who is Mrs Nicky Chell. In the letter you must explain your complaint and what you have already tried to do to sort it out. (You might wish to use the attached form to help you write down your complaint.)

2) Mrs Chell will organise a meeting with you or decide how best to deal with your written complaint.

3) After your complaint has been investigated a decision will be made and you will be informed of this decision by letter. (If you would like to meet with a Governor instead we can organise this for you.)

If the complaint is about the Executive Headteacher or Associate Headteacher you can:

1) Go to the school office and ask for an appointment to meet with the Chair of Governors, Mrs Nicky Chell or write a letter to her explaining your complaint.

2) Mrs Chell will organise a meeting with you or decide how best to deal with your written complaint.

3) After your complaint has been investigated a decision will be made and you will be informed of this decision by letter. (If you would like to meet with a Governor instead we can organise this for you.)

Once you have received a response from the school Governing Body you can then appeal to the Secretary of State for Education.

Please use the hyperlink below to access further information which may assist you in making a complaint.

<https://www.gov.uk/complain-about-school>

Review Date- March 2018