



**SIR JOHN CASS'S FOUNDATION PRIMARY SCHOOL  
&  
CASS CHILD AND FAMILY CENTRE**

**General Complaints Procedure**

**FIRST STAGE**

- Write or speak to your class teacher about a complaint.
- If it is difficult discussing this matter with the class teacher, the Headteacher will suggest another member of staff;
- If the complaint concerns the Head of Centre the matter will be referred to the Headteacher and if it concerns the Headteacher it will be referred to the Chairman of the Governing Body;
- After investigating, a response will be given, where possible, within 7 school days;
- If you are not satisfied with the response, you may send a written complaint to the school within 10 school days of receiving the response.

**FORMAL Stage 1**

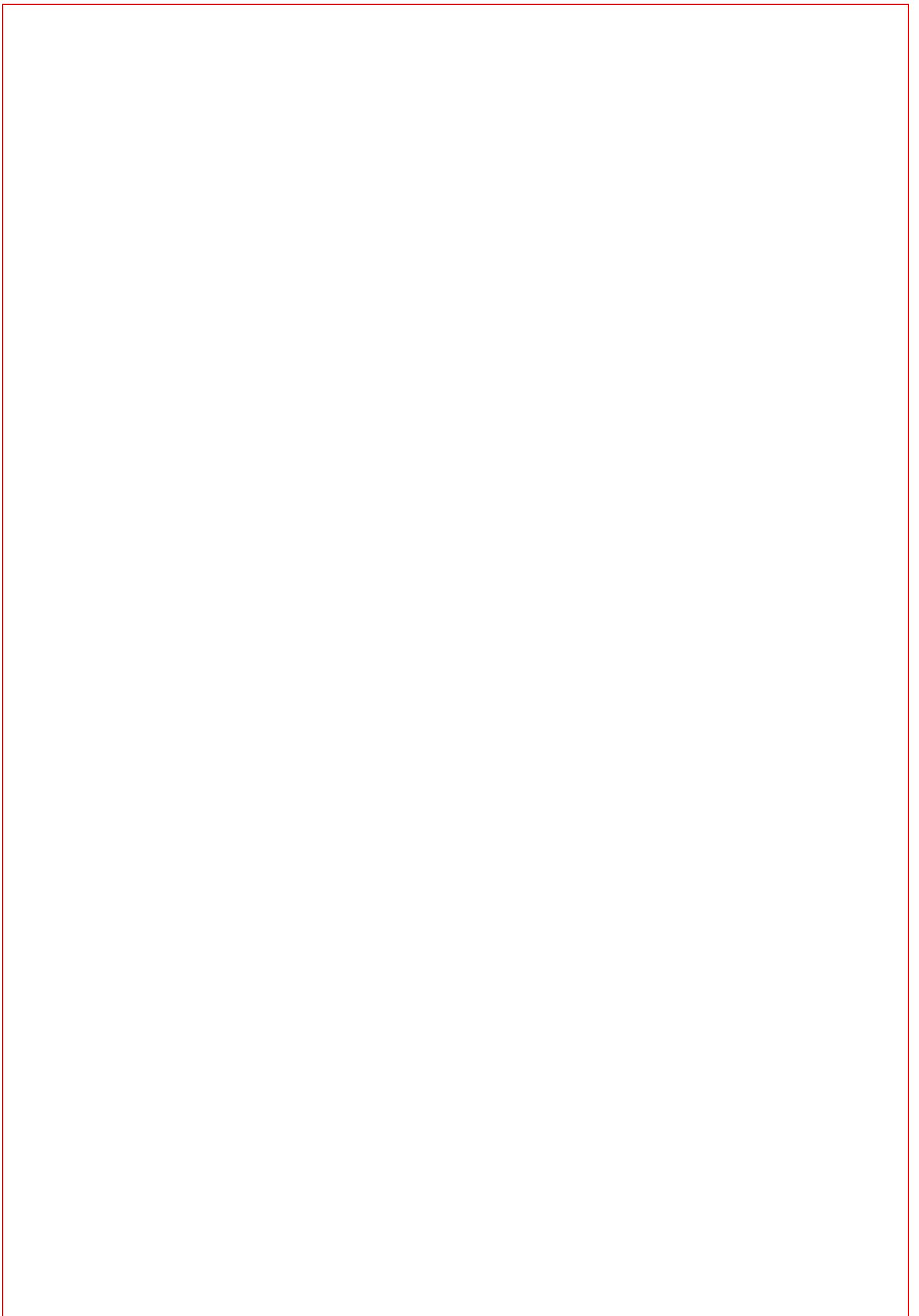
- Your written complaint should be made on a form (see attached). The school will write to you within 2 school days, where possible, to say they have received your written complaint;
- Staff will then investigate;
- The Headteacher will then write to you with a decision where possible, within 10 school days of receiving your complaint.

**FORMAL Stage 2**

- If you complain in writing to the Chairman of Governors s/he will discuss it with the Headteacher before taking any action;
- The Chairman will write to you within 2 school days, where possible, and investigate your complaint. After this the Chairman will write to you within 10 school days, where possible, with a decision.

**FORMAL Stage 3**

- If you are not happy with this decision, you should write to the Clerk to the Governors;
- The Governing Body Complaints Committee will meet within 20 school days. You, the Headteacher, the Chairman of Governors and the Local Authority Complaints Officer will be invited to attend this meeting at least 10 school days before it happens. This meeting will discuss whether to agree or not with the Headteacher or Chairs' decisions.
- Everyone at this meeting will receive in writing the decision and recommendations of the Complaints Committee within 5 school days. The Committees decision is final.
- You can [complain to Ofsted](https://www.gov.uk/complain-about-school) about a state school if there's a problem that affects the whole school (including childcare)- this includes problems with the quality of education or poor management. You should get a response within 30 working days. The response will tell you if Ofsted will investigate or not, and why.  
**<https://www.gov.uk/complain-about-school>**





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**General Complaints Form**

Your name		
Your address		
Postcode		
Daytime contact no/ email address		
Name of the Class/ Service/ Person complaint is against		
Is your complaint about a specific incident?	YES	NO
If so, what date did the incident occur?		
Name/s or title/s of staff involved		
Please provide details in the section below including what action you would like to see taken. ( <i>Please continue on a separate page if required.</i> )		

REVIEW

		date
Date Reviewed	April 2014	23.04.14
Reviewed By	GMc	
Head teacher Signature		
Governors Ratified		
Governor Signature		
Next review		Full Review April 2015