



## Fazakerley High School



## Complaints Procedure

May 2015

Reviewed September 2016 - no changes

## **Complaints to the school**

### **What to do first**

Parents/Carers will be able to resolve many concerns or complaints, or potential complaints, by talking to a member of the school staff.

In the first instance you should contact your child's form tutor, student support worker or an Assistant Headteacher.

If you are unhappy with the outcome of your initial contact you should speak to the Deputy Headteacher or the Headteacher.

### **What to do if you are still not satisfied (formal complaint)**

If you have made a complaint to the Headteacher, but you are not satisfied with the response you can complain to the governing body. This will involve writing a letter to one of the Joint Chairs of the governing body. All letters to the Chair should be sent to the school address. The Joint Chairs are regular visitors to the school and collect mail promptly.

You should make it clear:

- why you are complaining:
- who you have spoken to already:
- what you want to happen as a result of your complaint.

The Chair of governors will arrange for your complaint to be considered and investigated under the arrangements approved by the governors.

If the Chair of governors or other governor has been involved in earlier discussions to try and help settle the disagreement at an earlier stage, he will arrange for another governor to take charge of the investigation and consider your complaint.

The governor in charge of investigating the complaint may ask to meet you personally so that you are able to clarify the nature and detail of your complaint.

The governing body will not normally be able to respond to your complaint at this stage. They will, however, give you full details of how they will carry out any further investigation or formal hearing and keep you up-to-date with progress.

### **How long will the school take to deal with my complaint?**

The school will deal with your concerns as quickly and efficiently as possible to make sure that you do not have to complain formally.

Should you need to make a formal complaint to the governing body, they will normally respond fully to your complaint within 28 school working days of receiving your written complaint. If this is not possible, they will let you know the reasons for the delay and will keep you informed of progress.

When the panel has fully investigated and considered your complaint, the Chair of the panel - or the governor responsible for the investigation - will write and let you know their findings. These findings will be reported to the governing body.

The Chair of the governing body will then write to you confirming the outcome of your complaint and any agreed actions to be taken.

**What can I do if I am not satisfied with the outcome of the second stage of investigation?**

Most people who complain are usually satisfied following the outcome of the formal complaint to the governing body.

However, if you remain dissatisfied you have the right to take your complaint to:

Secretary of State  
Department of Education  
Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT

Your letter should include copies of any relevant papers and a copy of the governing body's findings.