

The Windmill Primary Federation

Executive Headteacher: Ms J. Davis
Deputies: Mr S. Horsley & Mrs R. Ward



Procedure for handling concerns and complaints

All schools in Norfolk want their pupils to be healthy, happy and safe, and to achieve. They recognise that parents, guardians or carers play an important part in making this happen. Cooperation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere in the school. Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.

Level 1 – informal

Parents, carers or guardians should, in the first instance, make an appointment to speak to the class teacher or a head of year about the concern. It is best to resolve issues at this point. Any member of the public wishing to make a complaint regarding school related issues should be directed to the headteacher.

Level 2 - informal

Parents, carers or guardians dissatisfied with the result of the discussions with the class teacher or head of year should ask for an appointment to meet with the headteacher or, in a larger school, a member of the leadership team, a deputy headteacher or assistant headteacher. For complaints raised with the headteacher at level 1, the next step should be to write to the Chair of Governors.

If a resolution to the issue is proving difficult to find, the headteacher, a member of the leadership team, a deputy headteacher or assistant headteacher can speak to one member of the governing body about the issue who may be willing to offer informal intervention. However, there is no obligation on any governor to become involved at this level.

If everyone involved is unable to resolve the issue then it may be necessary to ask for information or support from a Children's Services Representative. The issue that is the focus of the complaint will determine the person contacted. The headteacher, member of the leadership team, deputy headteacher or assistant headteacher should know who to ring or the Customer Service Centre will be able to offer information on 0344 800 8020 or e-mail: information@norfolk.gov.uk 14

Level 3 – formal complaint letter to headteacher

An issue that has not been resolved through the informal levels 1 and 2 can become an official complaint.

Complainants wishing to move to level 3 must write a formal letter of complaint to the headteacher. The letter will need to set out clearly the issues which have previously been discussed and why they consider the issue to be unresolved.

Headteachers should consider the complaint and discuss a resolution with the complainant. The headteacher should offer a resolution to the complainant in writing within 10 school days of receipt of the letter.

Concerns or complaints specifically about the headteacher

The decision that the headteacher has made as a result of the complaint does not become a complaint about the headteacher. If the complainant feels the complaint has not been resolved he/she should put the complaint in writing to the Chair of Governors asking them to investigate. If, the concern or complaint is specifically about the headteacher and is unable to be resolved at the informal stage, then it will be necessary for the complainant to formally complain to the Chair of Governors. The school will provide the Chair of Governor's name and the complainant should write to him or her at the school address marking the envelope 'urgent, private and confidential'. The Chair of Governors should acknowledge the complainant's letter in writing within 5 school days of receipt and contact a Governor Support Service Officer for advice.

Level 4 – formal complaint requesting a Governors' Complaints Panel
Complainants wishing to move to level 4 of the formal complaints procedure will need to write a letter to the Chair of Governors to request that a Governors' Complaints Panel meets to hear the complaint. This formal complaint letter must be received within 10 school days of the last meeting with the headteacher concerning the issue. The complainant should write to the Chair of Governors at the school address marking the envelope 'urgent and confidential'. The letter will need to set out the complaint that has previously been formally discussed with the headteacher and show why the matter is not resolved.

Time Scales: Receipt of complainant's letter
Receipt of complainant's letter

Acknowledgement within 5 school days
Governors' Panel meeting within 15 school days (unless this goes into school holidays)
5 school days before meeting.

Written documentation sent to Governors' Panel Members and complainant and headteacher
Governors' Panel members decision communicated to all concerned

As soon as possible but within 10 school days of meeting.

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