

# School Complaints Policy

## Byker Primary School



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### 1.Aims

If your child has a problem at school, you should be able to sort it out through an informal discussion with your child's teacher. See [school contact details](#). If you can't resolve a problem informally, the school have a formal complaints procedure that you can follow.

### 2. Purpose

Generally, a school complaint is any communication made by a person with a legitimate interest in the school, a parent for example, who expresses dissatisfaction about the standard of teaching, or about the conduct of members of staff employed at the school. The feedback received from complaints helps schools as they strive to improved services.

#### Who do I complain to?

The school itself. There are generally three main steps in making a complaint.

### 3. Making a complaint:

#### Stage 1 (informal)

It is always useful to talk through your complaint with an appropriate member of school staff. In primary schools, the person to contact initially is usually your child's **Class teacher**. They can then raise this with the **Assistant Headteacher** (Mr Watson), **Assistant Headteacher (Mrs Barnes)** **Headteacher** (Mrs Donnison) as appropriate.

The school may request that you make an appointment to discuss this matter, as this will ensure they can listen to your concerns fully and allocate an appropriate amount of time for the conversation. Hopefully, your concerns can be addressed at stage 1. However, you may progress this matter further if you remain dissatisfied with the outcome of stage 1.

#### Stage 2

You are required to put your complaint in writing to the Headteacher (or the Chair of Governors if the complaint is about the Headteacher). This should be acknowledged in writing by the school with an indication of the timescales that will be followed. The Headteacher (or Chair of Governors) will then investigate your complaint and respond to you directly. If you remain dissatisfied at stage 2 you may escalate the complaint to stage 3.

### **Stage 3**

You are required to make a formal complaint in writing to the Governing Body. You should contact the school's Chair of Governors outlining your concerns. These will be investigated by either the Chair of Governors or a Governing Body Complaints Committee, depending on the nature of the complaint. You should send the documentation you have from stage 2 for their information.

Correspondence to the Chair of Governors can be handed in at the school office and it will be forwarded on. Alternatively, the letters can be sent c/o Governor Services, Room 400, Children's Services, Civic Centre, Barras Bridge, Newcastle upon Tyne, NE1 8PU, or emailed to [governorservices@newcastle.gov.uk](mailto:governorservices@newcastle.gov.uk)

### **What if I remain dissatisfied after I have been through each stage of the school complaint's process?**

Stage 3 is the last school-based stage of the complaints process. However, complainants have a lawful right to approach to the Secretary of State for Children, Schools and Families if they believe that the Governing Body is acting, or proposing to act unreasonably. The Secretary of State would only follow up a complaint if they believed the school had either acted unreasonably or failed to carry out a statutory duty. This should be a last resort, and you should highlight the steps you have already taken to resolve the problem. You should be aware that the Department for Children, Schools and Families will not usually be able to investigate a complaint if the child no longer goes to the school where the incident took place.

The address to write to is:

Secretary of State for the Department of Children, Schools and Families (DCSF) Sanctuary Buildings Great Smith Street London SW1P 3BT