

COMPLAINTS PROCEDURE

With the best will in the world sometimes things do go wrong! Please come in and talk to us if you have any concerns, however, Middlesbrough's Well-Being Care and Learning Department has established procedures for considering complaints from parents relating to the school, curriculum, the charging and remissions policies of schools, Religious Education and Collective Worship. Our complaints policy is as follows. The forms can be obtained from Mrs Ferguson at the Reception desk.

BRECKON HILL PRIMARY SCHOOL

Stage One: Complaint Heard by Staff Member

It is in everyone's interest that complaints are resolved at the earliest possible stage.

If you have difficulty discussing a complaint with a particular member of staff, please speak to the office staff who will refer you to a senior staff member. Where the complaint concerns the Head Teacher, the senior staff member will refer you to the chair of governors.

Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, the office staff will refer you to a senior member of staff. The ability to consider the complaint objectively and impartially is crucial.

Where the first approach is made to a governor, the next step would be to refer you to the appropriate person and advise you about the procedure.

Governors do not act unilaterally on an individual complaint outside the formal procedure nor should they be involved at the early stages in case they are needed to sit on a panel at a later stage of the procedure.

Stage Two: Complaint Heard by Head Teacher

If you are dissatisfied with the way the complaint was handled at stage one as well as pursuing your initial complaint, you should bring your concerns to the head teacher. The head may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

Stage Three: Complaint Heard by Governing Bodies Complaints Appeal Panel

If you are still not satisfied with the way your complaint has been handled you need to write to the Chair of Governors giving details of your complaint. The Chair, or a nominated governor, will convene a Governing Body complaints panel.

The governors' appeal hearing is the last school-based stage of the complaints process. Individual complaints would not be heard by the whole Governing Body at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.