



Brookhill Leys Primary and Nursery School

Complaints Procedure

Brookhill Leys aims to be an inclusive school providing high quality teaching and learning, where everyone's contribution to school life is valued. We provide children with the opportunity to learn in a stimulating, caring, supportive and disciplined environment. All staff are committed to our aims. We would like to know if you think we are not meeting your expectations so that we have an opportunity to respond. We would also like to know your opinion on the things we do well.

Stage One: Complaint heard by staff member

It is in everyone's interest that complaints are resolved at the earliest possible stage. Complaints concerning the school curriculum and other related matters are usually settled quickly and informally by visiting the school, where the staff member will discuss and consider the matter of concern to parents.

If you have a concern or a complaint you should initially speak to your child's class teacher. If he/she cannot resolve the matter, or you have difficulty discussing a complaint with the class teacher, you should then discuss it with the Assistant Head Teacher or Deputy Head Teacher. If you are not a parent of a child at the school then please address your concerns to the Head Teacher. If the matter cannot satisfactorily be resolved, a formal complaint procedure is available.

Stage 2: Complaint heard by the Head Teacher

When a formal complaint is received the matter is fully investigated by the Head Teacher. We will explain the school's complaints procedure to you and give you a copy. We will inform you how long we expect our investigation to take and arrange a time to contact you again. All the relevant parties involved will be interviewed and their responses recorded in the school complaints log. On investigating all the evidence available the Head Teacher will inform you of the results of the investigation. The results of this communication are also recorded in the school complaints log. The aim of this process is to satisfactorily resolve the matter.

Stage 3: Complaint heard by the Chair of Governors

If the matter cannot be resolved to your satisfaction, or the complaint is about the Head Teacher, you should write to Mrs Linda Skinner, Chair of Governors at the school address. Mrs Linda Skinner is the school Governor nominated for investigating complaints. She will contact you to find out more about your concerns and then will investigate your complaint. Mrs Linda Skinner will write to you on behalf of the Governing Body with the results of her investigation. The aim of this process is to satisfactorily resolve the matter.

Stage 4: Complaint heard by the Governing Body's complaints appeal panel

If you are still not satisfied you may appeal to the Governing Body's complaints appeal panel who will listen to your complaint. The Chair of Governors or a nominated Governor will convene the complaints panel. The panel will consist of

Governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the panel to put your case. The Head Teacher and Mrs Linda Skinner will also attend to explain what they have done to investigate and resolve your concerns. The panel will write to you after listening to all parties and coming to their conclusion. The Governors appeal hearing is the last school-based stage of the complaints process.

Role of the Local Authority

The Secretary of State for Education expects that all complaints will be addressed at school level and not referred to the Local Authority for resolution. However Nottinghamshire LA wishes to continue supporting schools and complainants in resolving issues before a complaint is formally lodged.

The Governing body may therefore propose that the matter may be referred to the Local Authority for mediation. Mediation would be by mutual agreement and with the clear understanding that a satisfactory outcome is dependent upon the reconciliation of the issues raised by the complainant.

Jacquie Sainsbury
Head Teacher