



NETLEY ABBEY JUNIOR SCHOOL

COMPLAINTS PROCEDURE STATEMENT

July 2017	
Shirley Nicholas-Bond	
Signed:	Dated:

Chair of Governors:	John Forder
Signed:	Dated:

Review Cycle	Every 3 years
Policy prepared by/Reviewed by	Headteacher
Committee responsible	FGB
Statutory/Discretionary/School	Statutory
Date of latest FGB approval	July 2017
Date of review by committee	N/A
Date of next review by FGB	July 2020

Netley Abbey Junior School – Complaints Procedure

At Netley Abbey Junior school we work in partnership with parents to help provide the education, support and nurture that our children require. Occasionally though, problems can arise that need to be resolved. In the first instance we find that most things can be easily sorted out through discussion and planning with your child's class teacher. We hope that our open door policy of partnership with parents enables any issues to be sorted out quickly to everyone's satisfaction. There are rare situations where you may feel that the issue requires a discussion on a school wide level and then the dialogue could be held with our headteacher or a member of our leadership team who will discuss the matter with you on behalf of the headteacher. We find that this will bring about the solution for most situations.

If parents are not satisfied after such discussions have taken place, they may make a formal complaint to the Governing Body which should be addressed to the Chair of School Governors at the school address.

Complaints not dealt with to your satisfaction by Governors may be set out in writing and sent to:

The Complaints Manager
Children's Services Department
The Castle
Winchester
SO23 8UG

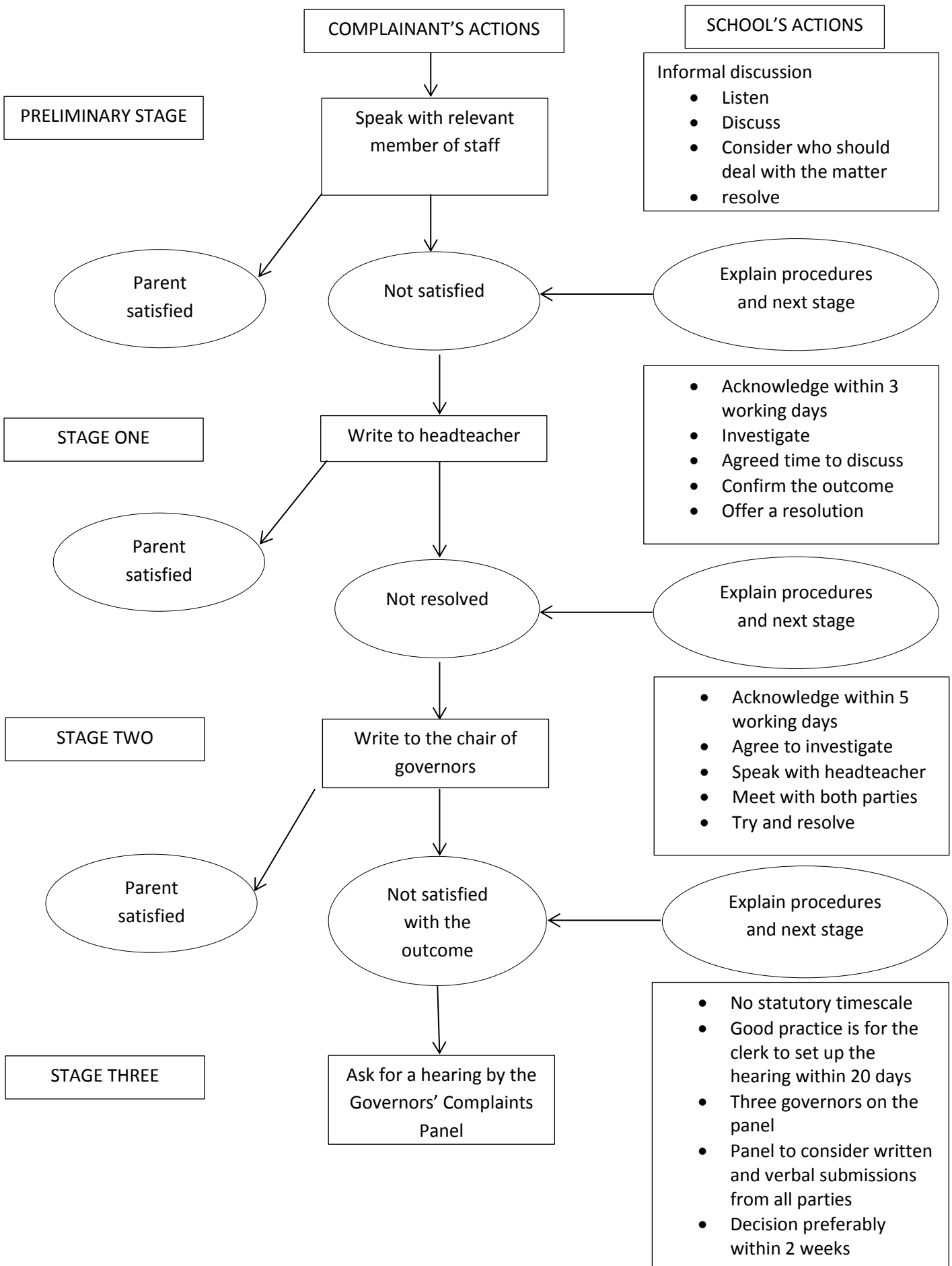
The Headquarters of the Education Department are in Winchester and enquiries there should be directed to the:

The Director of Children's Services
The Education Department
Hampshire County Council
The Castle
Winchester
SO23 8UG

The telephone number is 01962 841841

The final call for complaint is with the Secretary of State who will not consider a complaint until it has first been considered as described.

Netley Abbey Junior School
Staged Approach to Handling Complaints



This is the final stage in the school's internal complaints procedures.

Netley Abbey Junior School
Formal Complaints Form (Stage 2 Onwards)

When we receive a complaint, we aim to acknowledge its receipt within 3 working days and send a full or interim response within 20 working days.

Name of parent/carer
Pupil's name
Address
Postcode
Telephone (day)
Telephone (evening)
What is your concern and how has it affected you?
Are you attaching any supporting paperwork? If so, please list this below:

List your actions at the preliminary stage and stage 1. Who did you speak to and what was the response?

What would you like to happen as a result of making this complaint?

Signature:

Date:

Official Use Only

Initial response and acknowledgement:

Complaints reference number:

Action taken:

By whom:

Date:

Date:

Data Protection Act 1998

We will only process your personal data to respond to your complaint. In general, this data will be used for administrative and statistical purposes.