

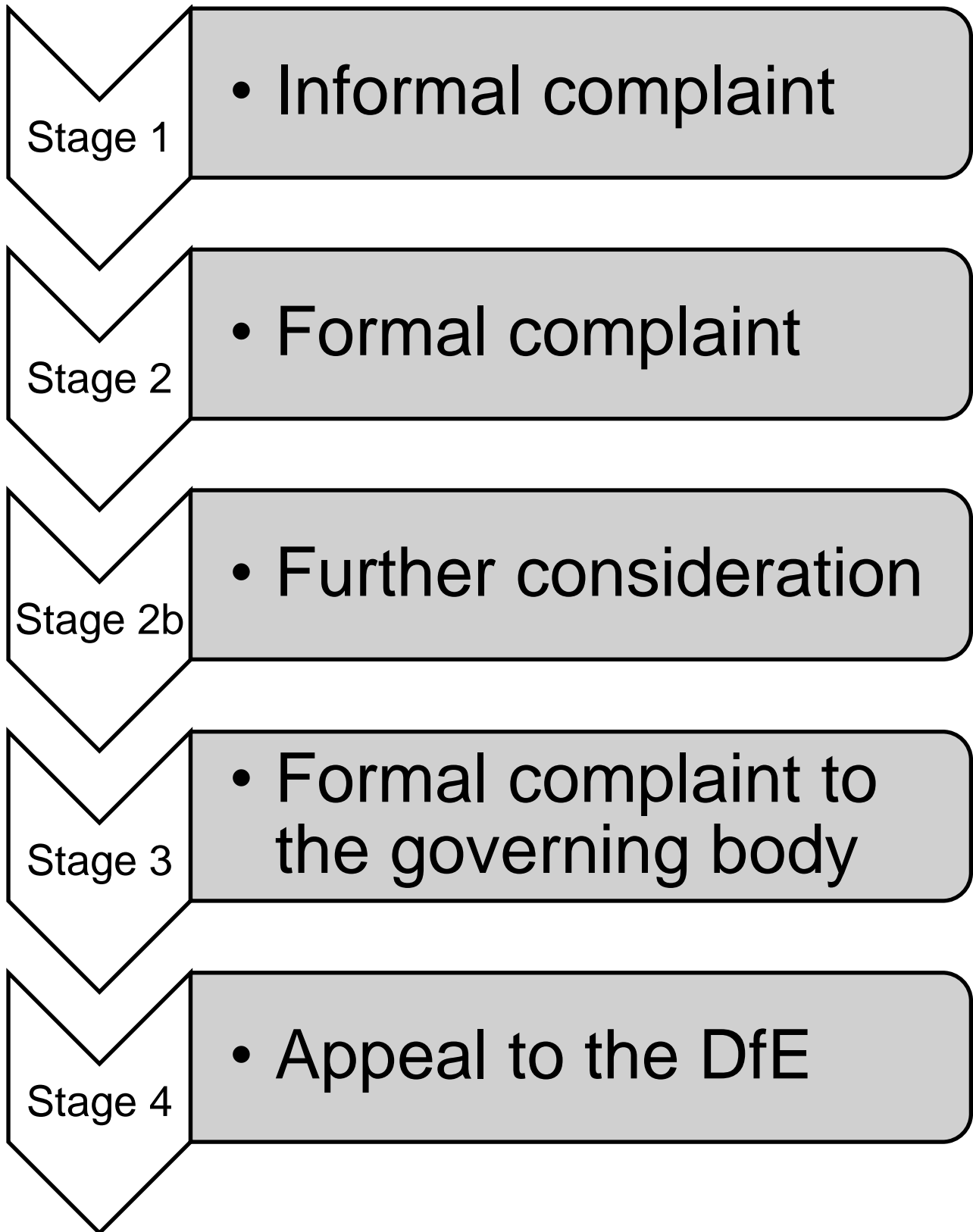


Homefield Church of England Primary School

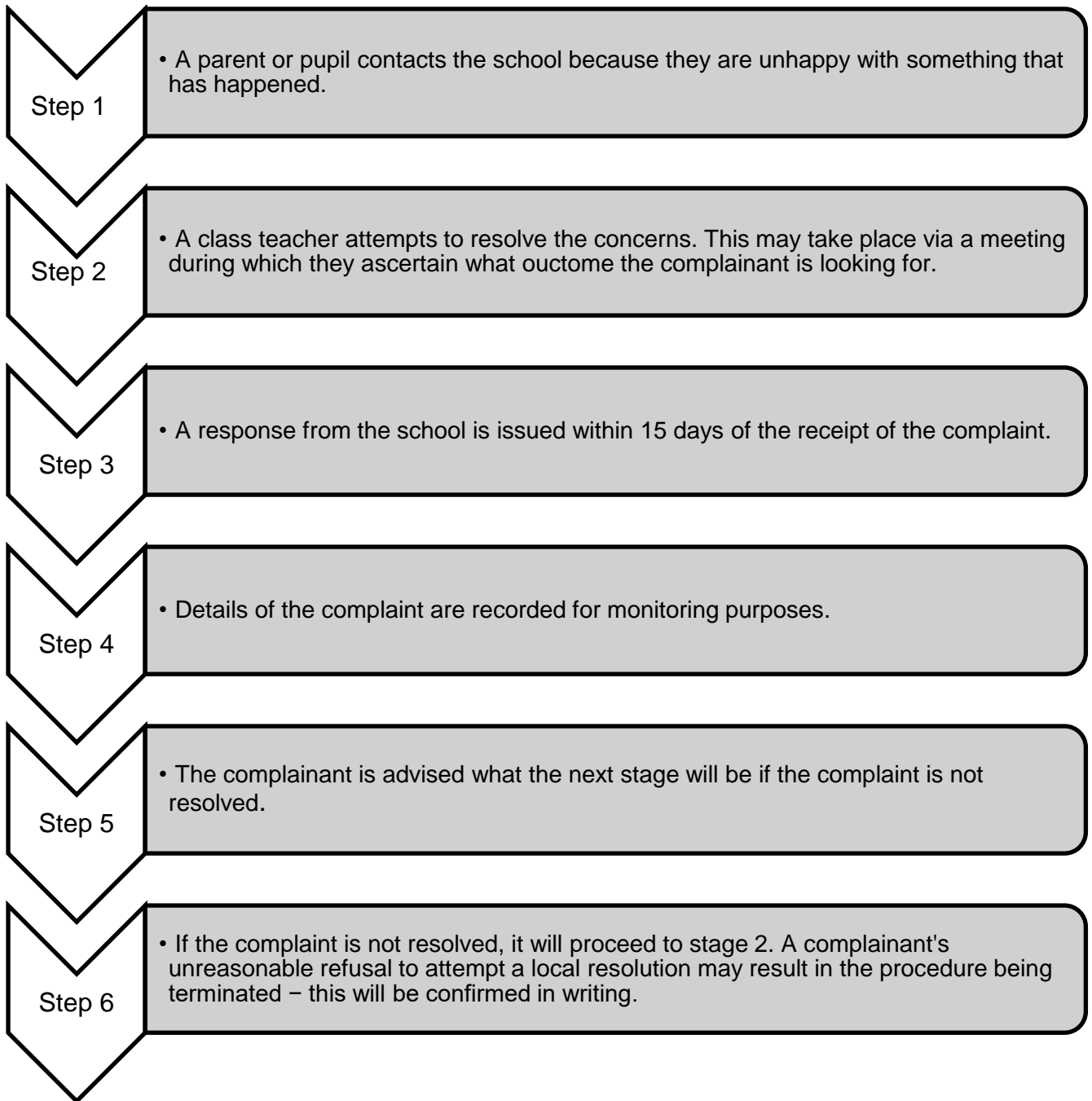
# **Complaints Procedure**

**2019**

## Complaints procedure at-a-glance



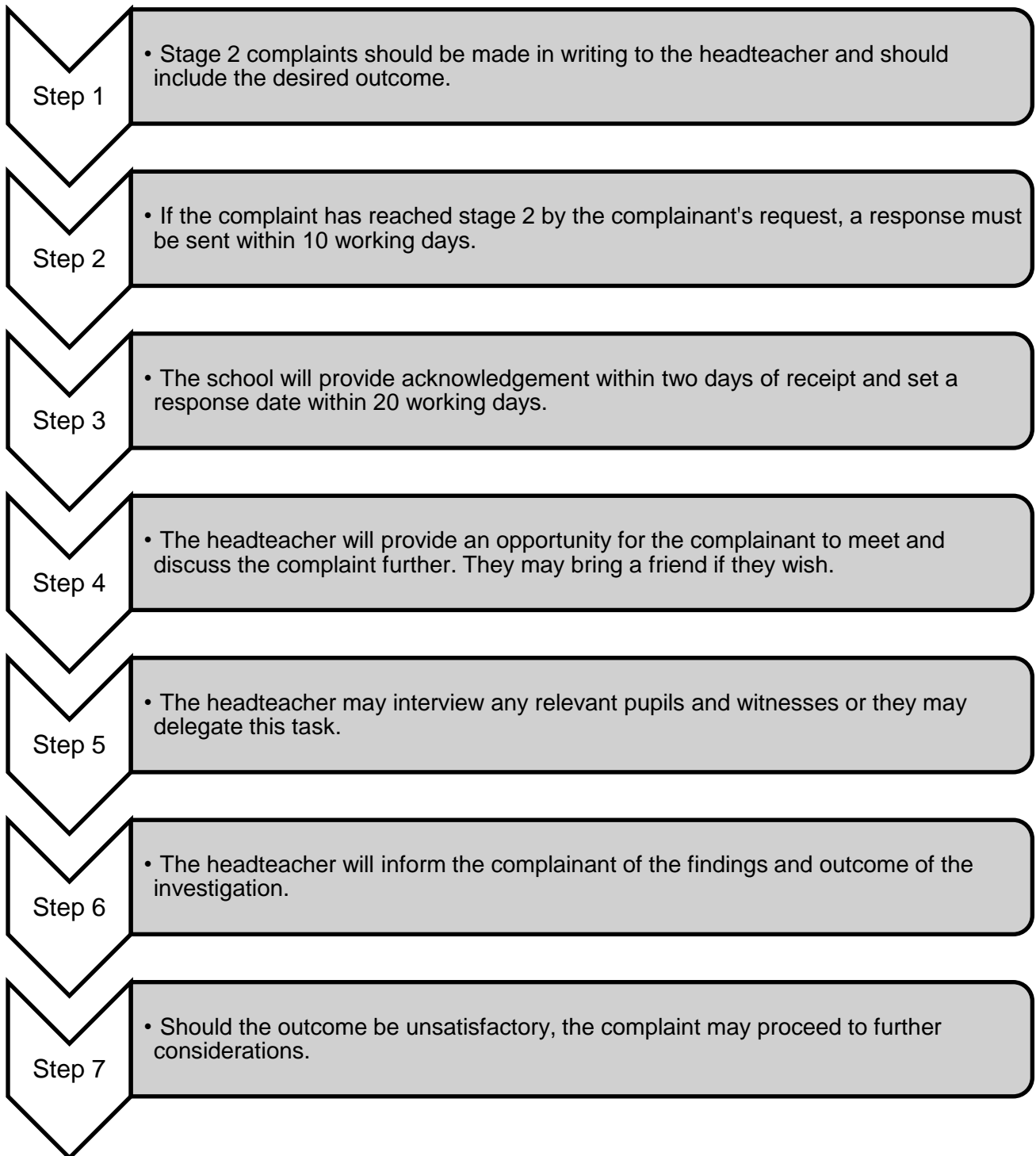
## Stage 1 – Informal complaint



## Considerations

If the complaint is centered on a class teacher or any individual in a management role it will be proceed directly to stage 2, as it would be inappropriate for someone other than the headteacher or deputy headteacher to respond. The headteacher can escalate the complaint to stage 2 at any time if they deem it appropriate.

## Stage 2 – Formal complaint

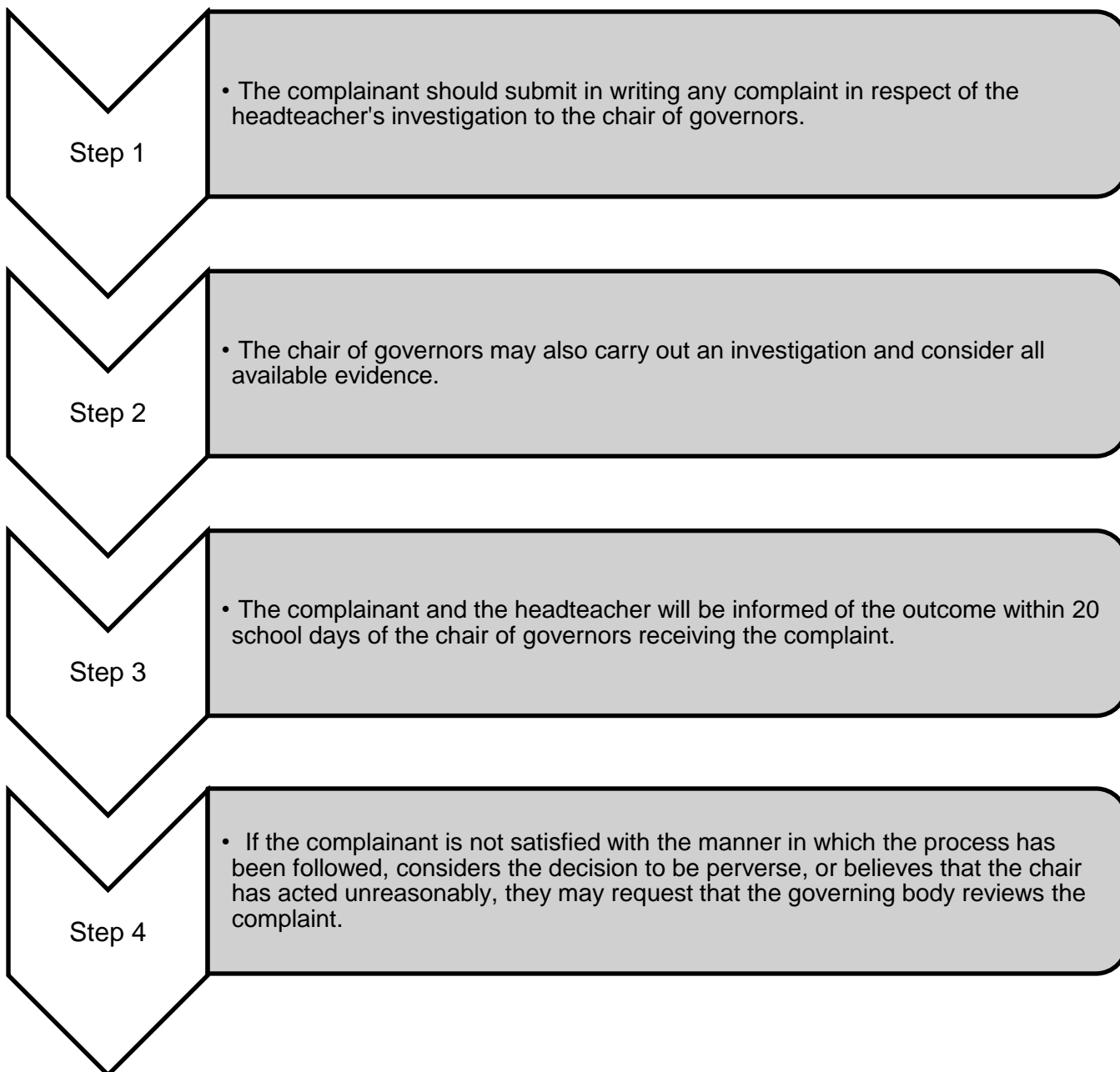


### Considerations

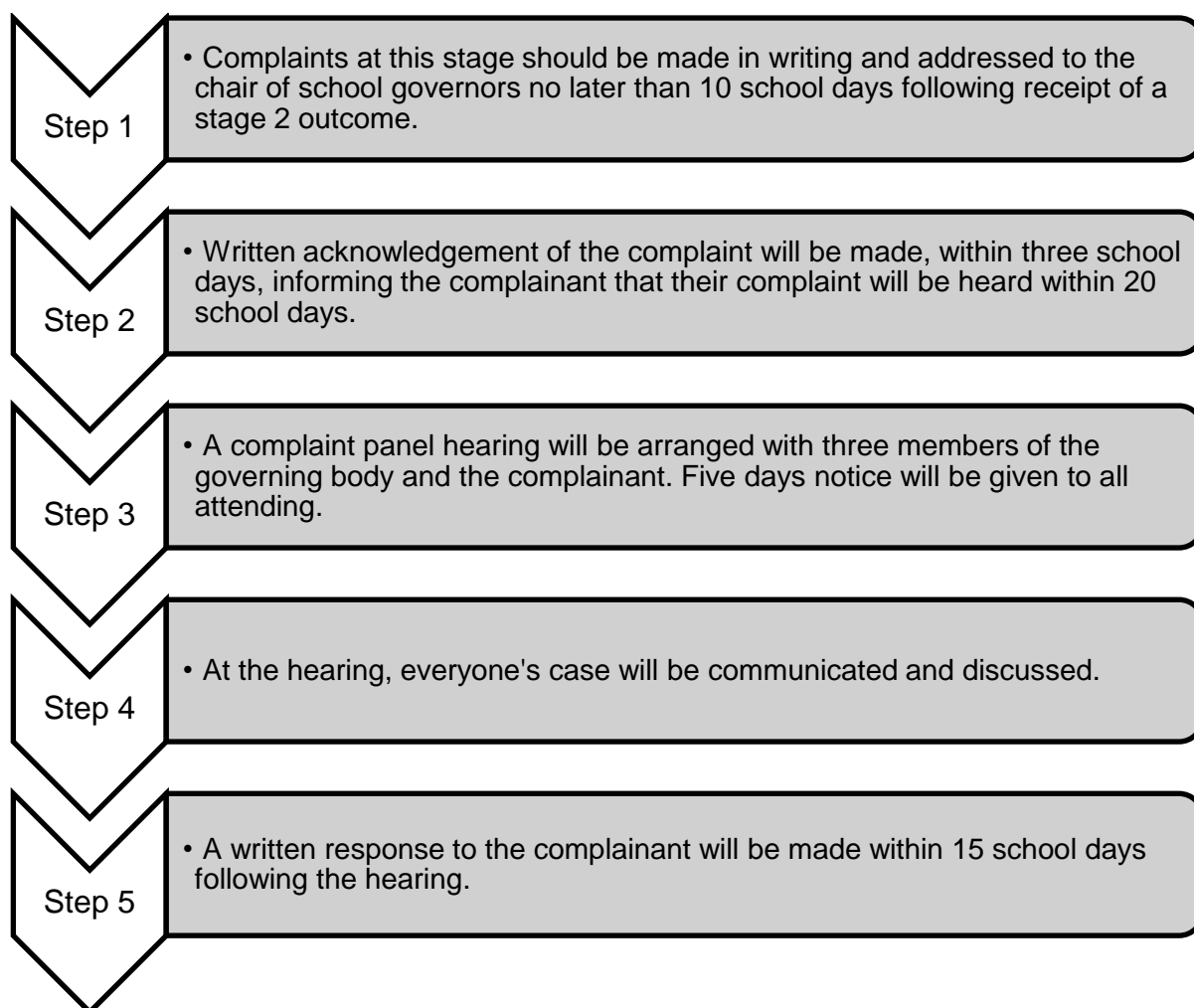
Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the Headteacher

Should the complaint be regarding the headteacher it may be prudent for it to proceed directly to stage 3.

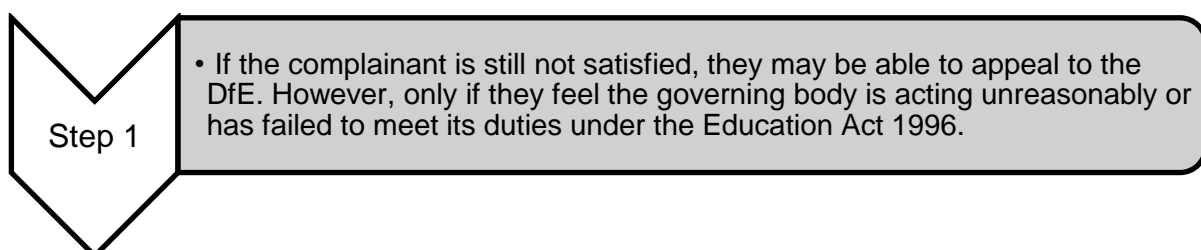
## Stage 2b – Further considerations



### Stage 3 – Formal complaint to the governing body



### Stage 4 – Appeal to the DfE



In this case, the word “unreasonably” is used in a strict sense and means acting in a way that no reasonable school or governing body could act in the circumstances.

Our Complaints Policy is issued to all families as part of our registration process. It is also available via our webpage and/or upon request.

This policy has been ratified by Governing Body: This will need to be reviewed in September 2022.

Dated: September 2019

Signed by: \_\_\_\_\_

Signed by: \_\_\_\_\_