

How to Make a Complaint

The complaints procedure established by the Local Authority covers the school curriculum and related matters. The policy encourages parents in the first instance to approach the Achievement Leaders in the school. This informal stage may be followed up by writing to the Headteacher. If necessary, if concerns remain, parents may wish to make a formal complaint to the Governors which is done by writing to the Clerk to the Governors. Formal procedures exist to ensure complaints are heard fairly.

If parents are not satisfied by the response of the Governors the complaint may be made to the County Council by writing to the Area Director from Education and Inclusion. Formal procedures exist to ensure the complaint is dealt with fairly.

If the concern is about the conduct of the Council rather than the school the complaint must be sent directly to the County Council Chief Executive.

For matters other than the curriculum (e.g. discipline, admission procedure) there are specific arrangements for appeals after informal approaches have been made to the Headteacher.

We welcome contact from parents at an early stage of any uncertainty or difficulty so that escalation of concern, worry or dissatisfaction can be avoided.

A Complaints Policy can be requested from the school.

Access to Open Documents

Documents such as the National Curriculum, Complaints Procedures, Minutes of full Governors' Meetings can be requested from the School Reception Office. If you require copies you will be charged to cover the cost of the copies made.

County Address

Children's Services
The Castle
Winchester
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