

## Complaints Procedure

**We hope that you will be very satisfied with the education offered by Grove School. However, if you should have a complaint, the following Complaints Procedure is in place to ensure that your concerns will be properly considered:**

The arrangements set out two levels at which a complaint can be considered. These are the informal stage and a formal complaint to the headteacher or Governing Body. An informal complaint may later become a formal one if informal resolution is not possible.

### **INFORMAL STAGE**

Many minor complaints can be resolved quickly and informally. There are many occasions where concerns are resolved straightaway through the class teacher, Progress Leader or Subject Leader. This is where we hope the procedure should start and unless there are exceptional circumstances there should always be full discussion at the informal stage.

If the complaint has not been resolved at the first meeting, the parent should contact the Headteacher. The complaint may be made verbally or in writing. The school, if asked, will help anyone who would like assistance to set out their complaint, including access to translation services if necessary. An appointment is likely to be necessary so that the Headteacher can give the matter her full attention. If the complaint is against the Headteacher, the Headteacher should nominate another senior person to attempt to resolve the complaint informally.

### **FORMAL STAGE**

If the Headteacher or her representative cannot resolve the complaint informally the school will:

- formally acknowledge the complaint within five school days
- tell the complainant the name of the person looking into the complaint
- respond to the complaint within twenty school days, or if this is not possible, contact the complainant explaining what is being done and how long it is expected to take

If the school is unable to resolve the issue to your satisfaction you should write to the Chair of Governors, Mr Peter Ingham via the school address. The Chair of Governors will then attempt to resolve the complaint informally. He may take advice from others, including the Local Authority. If he is unable to resolve the matter informally, he will refer the complaint to the Governors' Complaints Committee who will deal with it in accordance with formal regulations.

If you are not satisfied with the response from the Headteacher and/or the Chair of Governors you should write to the Director - Children and Young People's Services, Shropshire County Council, Shirehall, Abbey Foregate, Shrewsbury SY2 6ND or to the Secretary of State.

[The full Shropshire Complaints Procedure can be viewed through this link](#)