

There is a legal requirement for clear procedures (summarised below) to be in place to deal with any complaint against the School or individuals connected with it.

Our school aims to be fair, open and honest when dealing with any complaint.

What is the difference between a concern and a complaint?

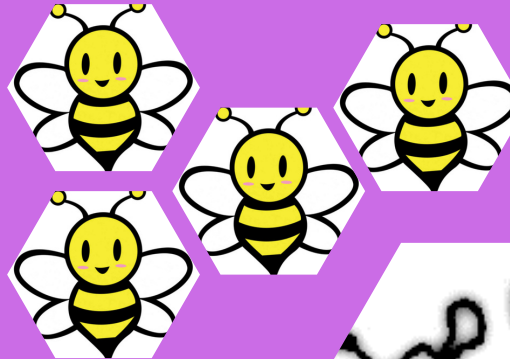
A 'concern' is defined as an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

whereas

A 'complaint' is defined as an expression of dissatisfaction however made about actions or lack of actions.

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally without the need to invoke the Schools' formal complaints procedure. By taking positive steps early on, we hope to sort out your issue without the need for formal procedures. Dalestorth Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

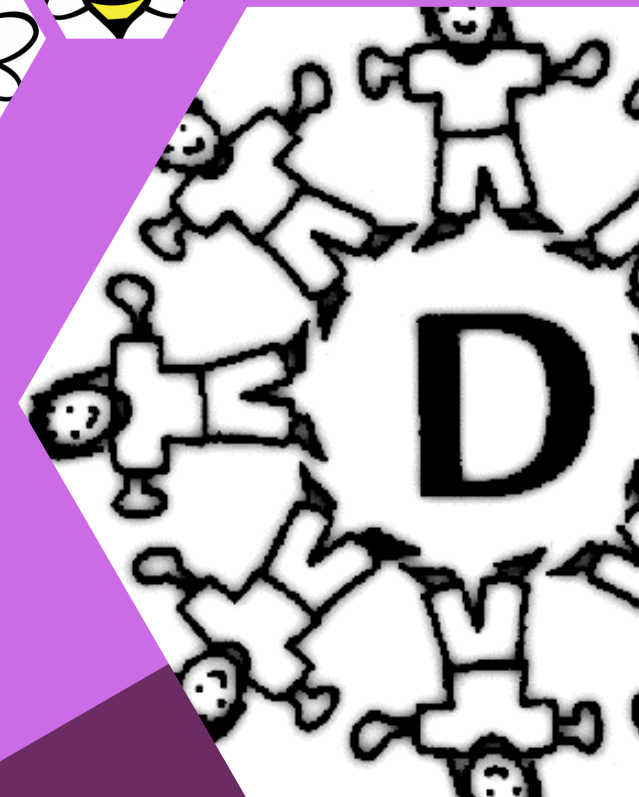
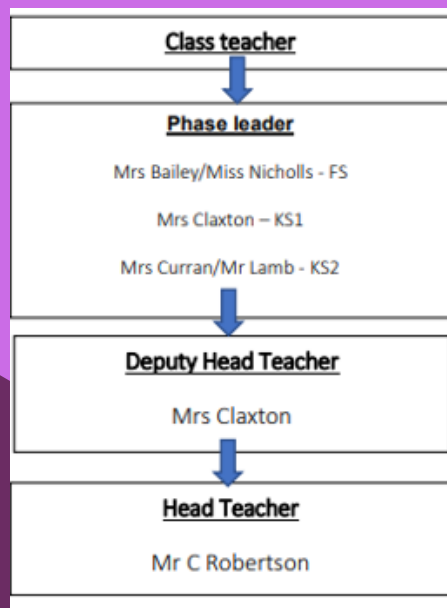
Full details of the School's Complaints Policy and procedure is published on the School's website.



## THE COMPLAINT'S PROCEDURE

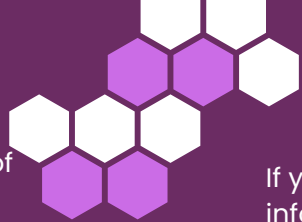
### Informal Stage

Many concerns will be dealt with informally when you make them known to us. At this informal stage, it is normally most helpful to try and share concerns with staff in this order.



# COMPLAINTS PROCEDURE AT DALESTORTH PRIMARY AND NURSERY SCHOOL



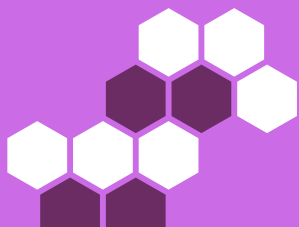


If you have difficulty discussing a concern with a particular member of staff, we will respect your views. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Assistant Head Teacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

There is no need at this stage to make your concerns known in writing, but the staff member responsible for resolving the matter will keep a note of the nature of your concerns and any agreed actions.

Once your concern is made known to us, we will contact you by telephone or in writing as soon as possible and we may make arrangements to meet with you to discuss your concerns and desired outcomes in more detail to gain a better understanding. Any actions or monitoring of the situation that has been agreed will be communicated clearly and confirmed in writing to you.

If necessary, we will contact appropriate people who may be able to assist us with our enquiries into your concerns. We will normally update you on the progress of our enquiries within 10 school days. Once we have responded to your concern, you will have the opportunity of asking for the matter to be considered further. We would expect that the majority of concerns or complaints will be resolved at this early stage.



If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage (Stage 1).

### Stage 1

This stage in our procedures deals with written complaints. It applies where you are not happy with the informal approach to dealing with your concern, as outlined above. You should submit your written complaint within 10 school days at the end of discussions to resolve your complaint at the informal stage.

### Stage 2

Consideration by a Governors Complaints Panel  
If your complaint has already been through Stage 1 and you are not satisfied with the outcome you can ask for your complaint to be considered at a Governors Complaint's Panel. This is a formal process, and the ultimate recourse at school level. Should your complaint be upheld fully by the school at Stage 1 and any residual issues cannot be addressed by the complaint's procedure, a request to move to Stage 2 may be refused. You will be advised of this in writing by the Chair of Governors and the decision will be final.

### Final Steps

If you believe the school did not handle your complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, you can contact the Department for Education after Stage 2 has been completed.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Dalestorth Primary School. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint.

You can refer your complaint to the Department for Education online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on: 0370 000 2288 or by writing to:

Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD.

