



School Complaints Procedure Statement

Christian^{Barnsley}
SCHOOL

We trust that in general your children are happy at this school. Obviously, however, over a period of time the odd problem may arise. The general procedure for dealing with concerns or complaints of any kind, can be summed up as follows:

1. The concern should be broached verbally with the class teacher in the Primary Department or Subject Teacher / Form Tutor in the Senior Department.
2. If a satisfactory conclusion is not achieved then an appointment should be made with the Headteacher through the school office.
3. If a satisfactory conclusion is still not reached then a formal complaint in writing can be made to the Headteacher and a meeting will be arranged with the Headteacher and any relevant staff member.
4. If a satisfactory conclusion is not reached after meeting with the Headteacher then a written complaint can be made the Governing Body and an appeals panel including one independent person will hear the appeal.
5. If a satisfactory conclusion is reached after the Governing Body the complainant can contact OFSTED or the D.C.F.S.
6. All complaints are treated in the strictest confidence and records are kept locked in the Headteacher's office.