

THE VENERABLE BEDECURCH OF ENGLAND  
SECONDARY SCHOOL



COMPLAINTS POLICY FOR  
PARENTS/CARERS

Reviewed September 2011

Most parents and carers have a positive relationship with our school but sometimes things may go wrong.

### **Step 1 – Informal Discussion with the School**

It is always useful to talk through your complaint with the person responsible, either by telephone or face to face. The school may request that you make an appointment, as this will ensure we can listen to your concerns fully and allocate an appropriate amount of time.

### **Step 2 – Formal Complaint to the Headteacher**

You will be asked to confirm the complaint in writing to the Headteacher (or Chair of Governors if the complaint is about the Headteacher) and it will be acknowledged in writing.

The Headteacher will then look into the complaint and contact you when it has been investigated.

### **Step 3 – Complaint to the Governing Body**

The next step would be to make a formal complaint to the governing body. You should contact the school's Chair of Governors by letter and you may wish to send him a copy of your original letter.

Letters should be sent to the The Venerable Stuart Bain, Chair of Governors, c/o Governor Support Team, Children's Services, Stannington Centre, Stannington Grove, Sunderland, SR2 9JT, alternatively you can send a letter via the school.

The responsibility for dealing with your complaint lies with the school and its governing body. The Local Authority will, however, investigate any complaints about schools, subject to the governing body's approval, involving allegations of gross misconduct or illegal actions and in the following areas:

- The school curriculum, collective worship and religious education and the provision of information required by law
- Appeals about admissions
- Appeals about exclusions
- Appeals about assessments and statements of special educational needs