

**East Riding of Yorkshire Council**

**SCHOOL COMPLAINTS PROCEDURE**

**GUIDANCE FOR PARENTS**

Most complaints can be quickly resolved by talking to the teacher or member of staff concerned. To do this you can contact the school to arrange a time to meet with the person concerned and discuss the problem.

If you cannot resolve the matter directly with the person concerned, you should take it up with the Headteacher. Again, you can do this by contacting the school and arranging an appointment. It would be helpful if you could put your concerns in writing and let the Headteacher see them before you meet so that he/she is able to look into the matter and inform you of the situation at the meeting.

In a very small number of cases, the matter may not be resolved even with the involvement of the Headteacher. When this happens, the complaint should be directed to the Governing Body. In most cases, this means putting your complaint in writing to the Chair of Governors and sending it to him/her through the School. The Chair of Governors will then contact you to discuss your complaint. The Chair will also talk to the Headteacher and will either arrange a meeting or write to you.

If you do not discuss the matter with the Headteacher, it is not normally possible to proceed further with the official complaints procedure. In this circumstance, you should also put your complaint in writing, stating the reasons why you have not discussed it with the Headteacher, and send it to the Chair of Governors.

If the complaint cannot be resolved by the involvement of the Chair of Governors, you can ask for the complaint to be considered by the Governing Body's own Complaints Committee. In some cases the Chair of Governors may ask the Local Education Authority (LEA) to investigate the complaint. You will then be informed in writing of the outcome.

The LEA does not normally investigate complaints directly. If a complaint is made either in writing or verbally to the Director of Education, Leisure and Libraries or to any officer of the LEA, the Governing Body of the school is made aware of the complaint and is requested to deal with it through the adopted procedure.

If you are not satisfied with the process of the investigation, (not the outcome), you can make this known to the LEA. However, further action can only be taken if it can be demonstrated that the agreed procedure has not been followed, although the LEA will try to continue to mediate and find a possible solution to the problem. The last recourse is to the Secretary of State for Education and Employment.