



**Boxgrove**  
Primary  
School  
& Children's Centre

**Boxgrove Lane, Guildford, Surrey GU1 2TD**  
Interim Headteacher: Mrs A Fitch BA (Hons) QTS

# **Complaints Procedure**

## **Introduction**

*At Boxgrove we adhere to the principle that every child matters. In order to learn children need to feel safe, happy and supported. We aim to have an excellent relationship with parents and carers and consider that we are partners in education.*

From time to time as a parent you may have a query or concern about an aspect of your child's schooling.

It is hoped that most complaints and concerns will be resolved quickly and informally. Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

This Policy explains the stages you can go through to resolve any such concerns.

## **WHAT CAN YOU DO?**

### **First Stage:**

Discuss your concerns with your child's Class Teacher or Link Leader.

Experience has shown that most difficulties can be resolved satisfactorily at this informal stage.

BUT, if this is not the case, you can go to the next stage.

### **Second Stage:**

Contact the Headteacher for an appointment to discuss the matter, or alternatively put your concern in writing. The Headteacher will look into the issues you have raised and respond once the relevant facts have been established.

### **Third Stage:**

In the unlikely event that the Headteacher has been unable to resolve the issues to your satisfaction, write to the Chairman of the Governing Body, c/o the school. The Chairman or a nominated Governor will investigate and respond directly to you.

## **Fourth Stage: The Formal Complaint**

Very few parental concerns reach this formal stage. A formal complaint is heard when all previous stages have been undertaken and the issue remains unresolved.

If you decide to take this formal action, you will need to write to the Governing Body, via the Chairman, stating your reasons for making a formal complaint. The Governing Body will convene a small panel of Governors, who have not been involved previously, to look in detail at the issues you raise. You may be invited to attend a meeting to discuss your complaint. After fully considering your complaint the Governors will write to you to inform you of their decision.

For most complaints about a school the decision of the Governors is the last stage of the procedure within Surrey. However, there are certain types of complaints for which another stage is open to you.

This stage refers only to the following aspects of school life, as defined under Section 23 of the Education Reform Act 1988:

- **Complaints about the National Curriculum**
- **Collective worship**
- **Religious Education**
- **Non-approved external qualifications or syllabuses**
- **Provision of information**
- **Temporary withdrawal of pupils from part or all of the National Curriculum.**

If your complaint is in this category and you have completed the first four stages in the procedure, you have a right of appeal to the County Council's decision-making Executive. In these circumstances you should contact the Council on the number below for information on what to do next.

## **Other Matters**

If you wish to complain about the following:

- **admissions or transfers**
- **exclusions**
- **home-to-school transport**
- **special educational needs.**

Please telephone: **Surrey County Council 0300 200 1004**  
*(All calls are charged at local rate)*

## **Where Else Can I Turn?**

You may wish to discuss any concerns you have with one of the following:

### **Surrey County Council**

Call the Council on 08456 009 009 for further information or to be put in contact with the appropriate person within the Local Education Authority.

### **Your local County Councillor**

For details of how to contact your local county councillor, call 08456 009 009.

### **The Local Government Ombudsman *(after Stage 4 has been completed)***

The Commission for Local Administration is an independent body that will investigate complaints of maladministration against local authorities. The address is: PO Box 4771, Coventry, CV4 0EH. Telephone Number 0300061 0614.

The Commission has published a leaflet explaining what maladministration is and the steps necessary to pursue a complaint of maladministration. Copies of the leaflet can also be obtained from the Contact Centre, Surrey County Council, County Hall, Kingston upon Thames, Surrey KT1 2DN. Tel: 0300 200 1004.

### **The Department for Children, Schools and *(after Stage 4 has been completed)***

If you feel that the County Council has acted unreasonably or failed in its duties under the Education Acts, you may write to the Secretary of State for Children, Schools and Families. Before you can do that, you must have already completed Stages 1 to 4 of the procedures.

The Secretary of State has the power to direct a Local Education Authority to change its decision in cases where he/she considers that the Authority has acted unreasonably. The Secretary of State can be written to at: Sanctuary Buildings, Great Smith Street, Westminster, London SW1P 3BT.

Current Education Law provides for concerns regarding this process to be considered by the Secretary of State for Education. This provision is on the grounds that a governing body is acting or proposing to act unreasonably, or that the governing body or Local Authority (LA) has failed to discharge its duties under legislation. Complaints of this nature are rarely upheld, if all procedures have been followed correctly. The Secretary of State will not consider a complaint unless all local procedures have been exhausted. The Secretary of State may contact the governing body or the LA for more information upon receipt of a complaint.

The Department For Education (DfE) has recently announced changes to the current law and arrangements. The Apprenticeships, Skills, Children and Learning Act 2009 makes provision for a Local Commissioner to investigate complaints by parents of registered pupils and registered pupils themselves. The details and date that this comes into force have not yet been published.

## **CONCLUSIONS**

You will see that there are a number of possible courses of action open to you if you have concerns. The County Council and the staff in its Children and Young People service make every effort to help all parents and act in the best interests of children.

**Contact:** Surrey County Council **0300 200 1004**