

**Sandford Hill Primary School**

# **Comments and Complaints Policy**



*School website: [www.sandfordhill.org.uk](http://www.sandfordhill.org.uk)*

*Email: [office@sandfordhill.org.uk](mailto:office@sandfordhill.org.uk)*



## **Comments and Complaints Policy**

**People wishing to make a comment or a complaint concerning our provision, are encouraged to do so using Appendix 1. This should then be handed to the school office staff.**

### **What is a comment?**

A comment is when you would like to inform us about something and suggest how to make our service to you better. All comments are logged and the suggestions made are discussed with the relevant person(s). Feedback from these discussions is then given to the person making the comment, where appropriate.

### **What is a complaint?**

A complaint is when you are unhappy with a specific service or services provided by the school. Each complaint we receive enters Stage One of the Complaint Procedure.

### **Stage 1**

When we receive your complaint, we will send you an acknowledgement letter within three working days. A nominated member of the Senior Leadership team investigates your complaint. This person will then reply to your complaint within fifteen working days. (Not including non-term time and public holidays).

### **Stage 2**

If you are unhappy with the response or outcome from Stage 1, please write to the Headteacher (Mr Wardle) with the reasons why you are unhappy and the outcome you would like. The Headteacher will acknowledge receipt of your complaint within three working days. After this, the Headteacher will investigate your complaint and respond to you within seven working days. (Not including non-term time and public holidays). If the complaint is about the Headteacher then the complaint should be directed to the Chair of Governors.

### **Appeal Stage**

If you remain unhappy with the outcome at Stage 2 you have a right to appeal. Appeal Stage complaints are dealt with by the Chair (or Vice-chair) of Governors who would convene a panel of governors, made up of the first three impartial governors available, to deal with the complaint. Please put your appeal request in writing for the attention of the Chair of Governors at the school address:

Mr. Christopher Austin  
Chair of Governors  
Sandford Hill Primary School  
Clayfield Grove  
Longton  
Stoke on Trent  
ST3 5AQ

An acknowledgment of the appeal request will be sent within three working days and the Chair of Governors will reply to your appeal within fifteen working days. (Not including non-term time and public holidays).

If, following the appeal, you are unhappy with the outcome then the matter must be referred to the Department for Education:

- Guidance on school issues can be obtained from the DFE public enquiries (<http://www.gov.uk/contact-dfe> 0870 000 2288).
- Complaints have to be made in writing and **should only be made to the DFE once the above procedures have taken place.**



## Appendix 1

### Comments and Complaints

The following information explains how to inform us of any comments or complaints you have.

- **Comment** on how we can make our services better for you.
- **Complain** when we don't get it right.

Please complete the following to tell us what you think.

Comment  Complaint

Your name \_\_\_\_\_

Contact telephone number \_\_\_\_\_

Please tell us about your comment or complaint:

If a complaint – please provide details of what you would like us to do:

**Please hand your comment/complaint to a member of the school office staff.**