

## **Carrington School Complaints Procedure and Form**

At Carrington we believe that only through a system which encourages openness and transparency can we best safeguard children, young people and staff. If you have a complaint, please fill out the details on this form and email or post it back to us. Our intention is to ensure we find a final, satisfactory resolution and the whole investigation should not take longer than fifteen school days in the first instance. Our final response will again be given in writing.

### **In cases of complaint:**

Within 3 days from receipt of your written complaint, you will be contacted and given a reference number. (Please use this reference number in all correspondence in relation to your concern/complaint) If you have not heard from us, please call the school on the contact number above.

If you have raised a concern (informal complaint) with a member of staff and you are not happy with the response you were given, please fill out the attached form and send directly to the Headteacher who will carry out a full investigation and respond within 15 school days in writing whether the complaint is resolved in full or not.

If you are unhappy with the outcome from the Headteacher you can appeal against the decision in writing to the school who will forward to the Chair of Governors. The nominated Governor will endeavour to resolve your complaint within 15 school days.

If you are still unhappy you can contact the clerk to the Governors in writing. The clerk will acknowledge receipt of complaint within 5 school days and convene an appeals panel within 30 school days. At this stage, you, as the complainant, may attend the panel hearing and may also be accompanied by a friend. The relevant local authority will be informed about any formal complaint and may also be involved as the independent party on the appeals panel.

Please read [complaints policy](#) for full process and procedure.

**For office use only:**

**Reference Number:**

Your Name:

Pupils name (if relevant):

Your relationship to the pupil (if relevant):

Contact Details:

Email address:

Phone number:

Please give details of your complaint (adding extra pages if necessary)

What action has been taken to try to resolve the issue and by whom?

What actions do you feel might resolve the concern at this stage?

Are you attaching any paperwork? If so, please give details

Signature:

Date:

