

### **Who to appeal to next (Stage 3—formal resolution)**

If you are still not satisfied, you can proceed to the formal stage of the process by appealing to the Governing Body Complaints Panel. You must do this in writing within 15 school days of receiving the response from the Chair of Governors. Your appeal should outline the elements of the response that you were not satisfied with from Stage 2. A meeting will then be organised within 20 school days of the appeal request. The panel will send you a report with their decision within 15 school days of meeting. This is final stage of the school's complaints procedure.

### **Finally ...**

If you are still dissatisfied you can forward your complaint to the Secretary of State or Local government Ombudsman.

Obviously it is best for all if the concerns of parents and others are dealt with satisfactorily on an informal basis.



**Arden Primary School**

**Osborne Street**

**Bredbury**

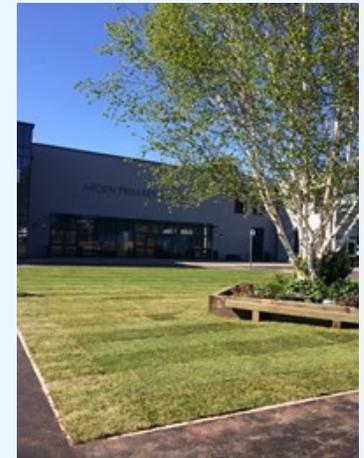
**Stockport**

**SK6 2EX**

**0161 430 2675**



# **ARDEN PRIMARY SCHOOL**



## **School Complaints Procedure**

**Headteacher: Nicola Haddock**

**[headteacher@arden.stockport.sch.uk](mailto:headteacher@arden.stockport.sch.uk)**

**[www.arden.stockport.sch.uk](http://www.arden.stockport.sch.uk)**



# ARDEN PRIMARY SCHOOL

*'Believe, Respect, Reflect, Achieve'*



## SCHOOL'S COMPLAINTS PROCEDURE

Arden Primary School values its relationship with parents and carers. The school therefore welcomes the raising of issues by parents and carers in order to improve any areas that require it. This is one of the reasons that the school publishes its complaints procedure as we encourage a shared approach and confidence in the school.



### **How to share a concern (informal stage)**

The class teacher would wish to receive early knowledge of any problems to ensure that as far as possible, such concerns can be investigated and cleared up. To ensure you have quality time with the teacher, please make an appointment through the school office as soon as the issue arises.

### **What to do if the matter is not resolved (Stage 1—informal resolution)**

You should refer the matter to a senior member of school staff eg Deputy Head or Head teacher, again by making an appointment through the school office



### **How to take the matter further (Stage 2—informal resolution)**

If the matter is not fully resolved you may refer it to the Chair of the Governing Body. The school office will provide contact details. Preferably you will put the complaint in writing. The Chair will investigate the complaint which may involve meeting with you. He/she will then write to you with the result of their Investigation and what actions will be taken.

