



## **Complaints Procedure**

We hope that working partnership with parents means that the natural anxiety that all parents feel about their children's schooling can be discussed and resolved before it turns into a complaint. However, if you wish to make a complaint, please follow the procedure outlined below.

- Minor complaints should be dealt with informally via your child's teacher. If you are not satisfied with the outcome, you should contact the Headteacher.
- Serious complaints should be addressed to the Headteacher. The complaint will be investigated and a meeting arranged to try to resolve the problem. All complaints will be dealt with as soon as possible.
- If you feel that the complaint has not been dealt with satisfactorily by the Headteacher, you have the right to complain to the Governing Body (via the Chair of Governors). Your complaint will be heard as soon as possible by the appropriate sub-group of the Governing Body.
- Complaints may also be made to the Local Authority by contacting the Education Officer (Schools Management Section) at Education Division, Stopford House, Town Hall, Stockport, SK1 3XE, Telephone 0161 474 3842. All complaints will be referred back to the Headteacher or Governing Body if they have not already been involved.
- If you are unhappy with the way the Governing Body has dealt with your complaint you have a further right of appeal to the Director for Children's Services. In some circumstances you may be able to complain to the Secretary of State for Education and Employment.

For complaints about the curriculum and related matters, there are statutory arrangements established under Section 23 of the 1988 Education Reform Act, but these broadly follow the pattern outlined above.