

# Complaints

We hope that you will never have need to complain to school, but if there is something you are unhappy about we have a complaints procedure that explains how we will deal with your concerns and how you can go about making a complaint.

You can find this policy on our website:

<http://www.sevenhillslearning.co.uk/documents/policies>

The policy provides detailed information about the following process:

## **Stage 1**

If you are unhappy about any aspect of our work at Seven Hills or have an issue that is causing you concern, please contact the most appropriate member of staff in the first instance e.g. Phase Leader or class teacher. Hopefully they will be able to resolve the issue to your satisfaction. If they can't...

## **Stage 2**

Please put your complaint in writing to the headteacher either by letter or using a complaints form (available from school). The headteacher will investigate your complaint and respond to you in writing. Again, it is our hope that we can resolve the issue and no further action would be needed. If you are not satisfied with the outcome from Stage 2...

## **Stage 3**

You should put your complaint to the chair of governors via W Howsam (PA to the headteachers). The chair of governors will investigate your complaint including any actions already taken and convene an Appeal Panel of governors to hear the complaint. You will be invited to attend the panel to make your complaint in person. The headteacher and other involved staff will also be invited to attend separately. The panel will write to you with the outcome of their investigation. If you do not feel your issue has been satisfactorily resolved at this stage, you may refer your complaint to the Department for Education. School will provide you with information about how to do this.

If your complaint is about the headteacher, you should miss out Stages 1 & 2 and put your complaint directly to the chair of governors.