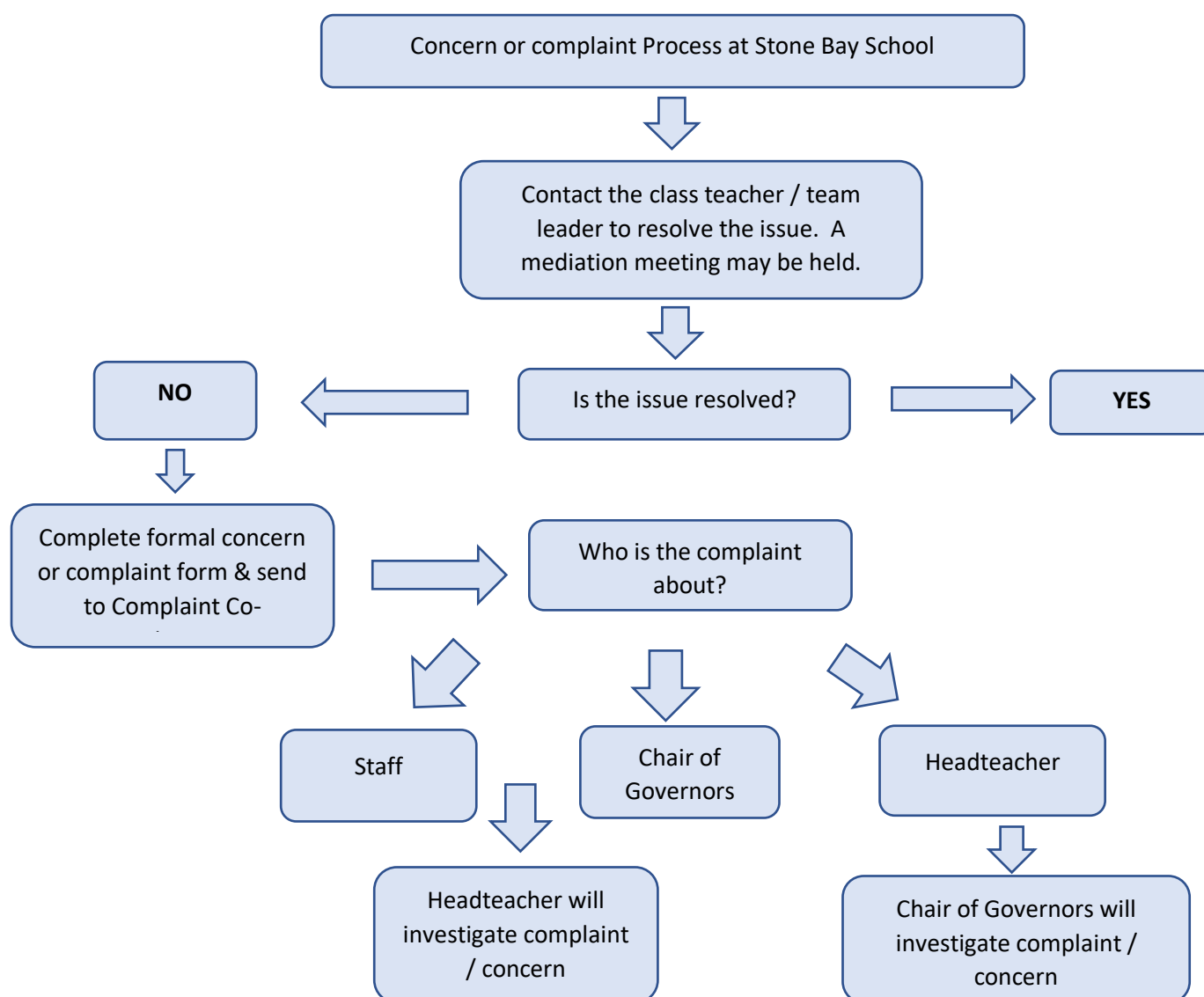


Concern or Complaint Procedure



Formal complaints are to be made to Nikky Poulter, the School Business Manager. This may be done in person, in writing (preferably on the complain form including what actions you may feel might resolve the problem at this stage), or by telephone. The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days. Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this. Note: The Headteacher may delegate the investigation to another member of the school's Leadership Team but not the decision to be taken.

During the investigation, the Headteacher (or investigator) will if necessary, interview those involved in the matter and / or those complained of, allowing them to be accompanied if they wish. Keep a written record of any meetings/ interviews in relation to their investigation. At the conclusion of their investigation, the Headteacher will provide a formal written response within 20 school days of the date of receipt of the complaint. If the headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Stone Bay school will take to resolve the complaint.