



Clifford Holroyde Specialist SEN College

Complaints Procedure

- In the event of everyday routine problems the class teacher is the first point of contact
- Should the matter be of a more serious nature the second point of contact is the Headteacher who is available through the School Administration Officer
- Every complaint will be investigated fully
- Matters will be dealt with as quickly as possible
- Parents will be fully consulted at every stage
- The Governing Body is the third point of contact

Formal complaint

The headteacher will tell you how to make a formal complaint to the governing body. This is usually by completing a complaint form or writing a letter to the Chair of the governing body. You should make it clear:

- Why you are complaining.
- Who you have spoken to already.
- What you want to happen as a result of your complaint.

The Chair of governors should arrange for your complaint to be investigated. The governor in charge of investigating your complaint may ask to meet you to clarify the nature and detail of your complaint.

They will give you full details of how they will carry out any further investigation and keep you up to date with progress.

How long will it take to deal with a formal complaint?

The governing body aim to respond to your complaint within 28 school working days of receiving your written complaint. If there is any delay, they will let you know the reasons and keep you informed.

When the panel has fully investigated your complaint, the governing body will write to you confirming the outcome of your complaint and any agreed action to be taken.

Further information can be found at:

<http://liverpool.gov.uk/council/complaints-and-feedback/make-a-complaint-about-a-school/>