

Stage 3: Referring to a Panel of Governors

Where the complainant considers that the Chair of Governors' written response does not resolve the complaint, the complainant may ask the Clerk to convene a Panel of Governors to review the Chair's response. The complainant must complete, and submit to the Clerk, a Review Request Form (found within the policy). S/he should do this within 10 school days of the date of issue of the letter giving the decision on the complaint.

The decision of the panel is final, after which the complaint will be considered closed.

What if I am still not satisfied?

If a complainant believes that the Governing Body has acted illegally or arbitrarily in handling the complaint, then the complainant may make representations to the Secretary of State for Education (address found on page 14 of the Complaints Policy).

Why are complaints referred to Governors rather than the Local Authority?

Headteachers and school staff are directly accountable to the governing body of the school, not to the Local Authority. It is therefore the responsibility of the governing body to investigate complaints and it is their statutory duty under current legislation to do so. Complaints made directly to the Local Authority will be referred back to the school.

Can I complain directly to Governors?

Governors have an important role in reviewing the outcome of a complaint at Stage 3. Therefore, other than in the case of complaints against the Headteacher, Governors will refer any concerns or complaints to the Headteacher.

How long will my complaint take?

Complaints should be handled quickly and most issues should be resolved in a few days. Investigations by the school ought to be completed within ten school days, but if a complex complaint moves through all the above stages, it may take several months to resolve.

Girton Glebe Primary School

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Making a Complaint



A Guide to our Complaints Procedure

At Girton Glebe School, staff and governors are committed to raising standards in order to ensure the highest level of achievement for pupils and all other members of the school community. We strive continuously to improve in meeting our aims and objectives.

We recognise and value the role that parents and the community play in children's learning and are committed to working successfully in partnership with parents and the community. However, we understand that occasionally things can go wrong. Should this happen, we will do all that we can to put things right, and to make sure the same thing doesn't happen again.

This leaflet explains what to do if you have a complaint about Girton Glebe School.

The procedure outlined in this leaflet does not apply to complaints relating to the school's delivery of the National Curriculum, collective worship, admissions and exclusions where separate procedures apply. Please ask at the school office for information about these specific procedures.

Stage 1: Informal Stage: Problem Solving

If you have a complaint about the school, a member of staff or a governor it is best to try to sort it out straight away. Most problems can be solved simply by talking the issue through with the person concerned and it is anticipated that most concerns can be resolved in this way. In some cases it may be helpful to involve a member of the school's Leadership Team in problem solving.

In the case of serious concerns it may be appropriate to address them directly to the Headteacher or, in the case of a complaint against a governor, the Chair of Governors. All parties should make every effort to resolve matters informally.

Stage 2: Making a Formal Complaint & Referrals

How do I make a complaint?

If you are not satisfied with the response that you receive and have already discussed the issue with the Headteacher, you can make a formal complaint in writing by completing the Complaint Form which can be found within the school's Complaints Policy, available on the website or

from the school office. You should write your complaint as soon as possible after the event (within 90 days) that was the cause of the problem. This enables us to carry out a thorough investigation and respond quickly to your complaint. Only in exceptional circumstances will a complaint be heard outside of this period.

In completing the Complaint Form, the complainant is asked to be brief and clear about the issue and to state what would, for them, provide a resolution to the complaint.

Whom should I complain to?

In the case of a complaint against a member of staff other than the Headteacher you should address your complaint to the Headteacher. When making a complaint against the Headteacher or a governor, you should write to the Chair of Governors at the school; in the case of a complaint against the Chair of Governors, you should write to the Vice-Chair.

What will happen?

You will receive acknowledgement of your complaint within 3 days. Following this, the person handling your complaint will gather and review the evidence surrounding it in order to complete a thorough investigation. You will be informed of the outcome of the investigation in writing within ten school days of the acknowledgement of your complaint.

What if I am not satisfied?

If you are dissatisfied with the manner in which the process has been followed, consider the decision to be perverse, or that the person investigating the complaint has acted unreasonably, you may ask the Chair of Governors to reconsider the Headteacher's response. This request should be made within 10 school days of receiving the Headteacher's response.