



Nevill Road Junior School Complaints Procedure

If you have a concern or complaint, please tell us of your concern as soon as possible. We want to deal with issues promptly and efficiently. It can be difficult to investigate matters that happened some time ago, and this can lead to frustration for all parties.

Step 1:

We expect that most issues can be resolved quickly by speaking with your child's class teacher or the Phase Leader. Teachers/phase leaders are available at the end of the school day so you are welcome to speak to them. Or you can arrange a meeting by telephoning or e-mailing school. Teachers will respond to your initial request for a meeting within 2 working days.

Step 2:

If you are dissatisfied with the response you have received, you can make a complaint to the Headteacher. This should be made in writing in a letter or an e-mail. The Headteacher will contact you within 2 working days.

If your complaint is about the Headteacher, you should direct your complaint to the Chair of Governors or the Local Authority.

- The Chair of Governors is listed on the school website. Please contact her in writing, leaving your message in a sealed envelope that is sent to the school office, marked for the attention of the Chair of Governors only.
- If you choose to speak with the Local Authority you should do this by contacting the Complaints Resolution Service, the details of which are below. A copy of the "Stockport Complaints Resolution Procedure and Guidance Document" is available from the school office or on www.stockport.gov.uk Type 'complaints about schools' into the search engine.

Step 3:

We would expect that the problem will normally be resolved by this stage. However, if you are still not satisfied you may wish to contact the Chair of Governors to ask that your complaint be forwarded to the Complaints Panel of the Governing Body. The complaint and the actions taken by the school will be reviewed by a panel of Governors who have no prior knowledge of the matter. You, as the complainant, will be invited to attend to present your case to the Panel. Full details of the process are outlined in the "Complaints Resolution Procedure and Guidance Document" and the Complaints Resolution Service will support you through the process.

Step 4:

The majority of complaints about schools are resolved within school. However, where this is not successfully achieved the issue can be referred to the Ombudsman or the Secretary of State. As with Step 3 full details of the process are outlined in the "Complaints Resolution Procedure and Guidance Document" and the Complaints Resolution Service will support you through the process.

To contact the Complaints Resolution Service at Stockport Council, either phone them or write to them, using the following contact details:

Complaints Resolution Service
Pupils, Parents and Schools
Children & Young People's Directorate
3rd Floor, Stopford House
Stockport
SK1 3XE
Telephone: 0161 474 3938