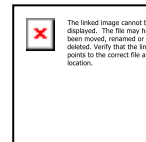




## Newlands CofE School Federation



Roots to grow... wings to fly

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# Three Stage Complaint Procedure

Date adopted by governors: Spring 2021

Date for review: Spring 2023

**STATUS: STATUTORY**

**REVIEW: EVERY 2-3 YEARS**

**COMMITTEE: GOVERNING BODY**

**TEMPLATE SOURCE: SURREY COUNTY COUNCIL**

# COMPLAINT PROCEDURE

Reviewed: Spring 2021	Next Review: Spring 2023	Committee: Governing Body	Status: Statutory
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## Introduction

Newlands CofE School Federation (the Federation) comprises Shere CofE Infant School and Nursery and Clandon CofE Primary School. The Federation endeavours to provide the best education possible for all pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the Federation intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

## Procedure

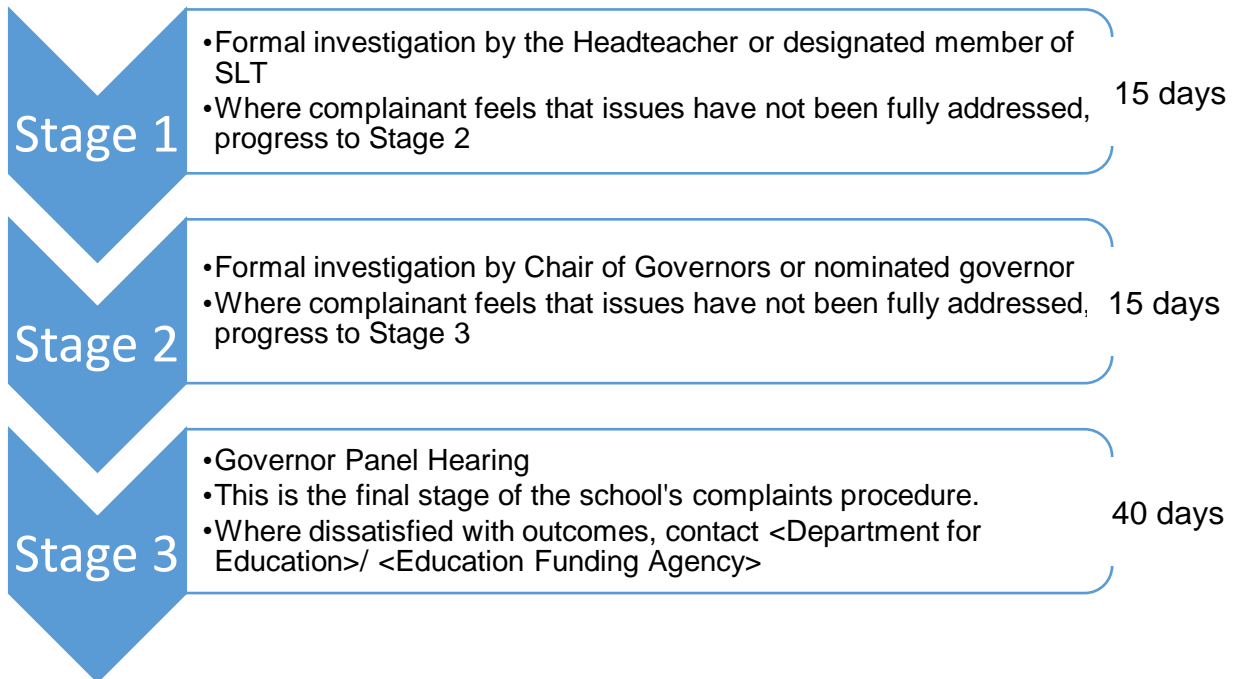
If you need to raise a concern, in the first instance please do so with the relevant member of staff at either Shere Infant School or Clandon Primary School who will be happy to talk to you and seek to establish a solution. We will respond within 10 school working days. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised on the next page.

The Federation operates a three stage formal complaints procedure.

**For more details about the formal complaints procedure, please see the Federation's Complaints Procedure document available on both schools' websites and/or on request from either school office.**

## Formal complaints

### Summary of timeline for formal complaints



#### Stage 1 Headteacher Investigation

- Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 15 days of receipt of the formal complaint.

#### Stage 2 Governor Investigation

- If the complainant believes that their complaint has not been fully addressed at stage 1, they may request to move to stage 2. This request must be made within 10 days of the receipt of the outcome letter at stage 1.
- Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 15 days of receipt of the stage 2 formal complaint.

#### Stage 3 Governor Panel Hearing

- If the complainant believes that their complaint has not been fully addressed at stage 2, they may request to move to stage 3. This request must be made within 10 days of the receipt of the outcome letter at stage 2.
- Acknowledgement of receipt of request to escalate complaint to stage 3 to be sent within 5 days.
- Hearing to be held within 30 days of receipt of request to go to stage 3.
- Paperwork for Stage 3 hearing to be received from all parties at least 10 days before the hearing.
- Paperwork for Stage 3 hearing to be sent to all parties at least 5 days before the hearing.
- Outcome letter from panel to be received by complainant within 10 days of the hearing.

**Note: In all cases, timescales refer to school days so exclude weekends, school holidays and INSET days.**