

*St. Ambrose Barlow Catholic Primary
School*

COMPLAINTS PROCEDURE

Consideration of Complaints

Complaints under Section 23 of the Education Reform Act are concerned with the actions of Governing Bodies and the Local Authority. They are not concerned with the personal actions of individual teachers or Headteachers which are covered by separate procedures.

Preliminary discussion

Informal discussions with the Headteacher and/or other members of staff can often resolve problems early. Concerns or potential concerns about actions of the LA should be discussed with appropriate officers of the LA

Formal Complaint

If complaints cannot be settled informally, they must be put in writing and sent to the Clerk of the Governing Body or to the designated officer(s) of the LA
When the complaint has been fully considered and investigated the clerk will notify the complainant of the outcome in writing, explaining the conclusion and any action taken or proposed.