

Parkgate Primary School



Outline of our Complaints Procedure

Informal stage

The following information outlines the procedures that deal with complaints which have not been resolved through the channel of the class teacher and/or the Headteacher.

Formal stage

- The complaint is investigated by the *Chair of Governors*. The complaint should be put in writing addressed to the *Chair of Governors* and sent via the school.
- The *Chair of Governors* responds to the complaint.
- If the matter is not resolved, at the complainant's request the case can then be referred to a panel of the *Governing Body*, independent of the case so far.
- This panel will respond within 15 days.
- Pending the outcome of the panel's response, parents have a right to go to a panel made up from the remainder of the *Governing Body*.

For further information see the school website or contact the school office.