



Yeadon Junior School

# Complaints Procedure

**Approved by:** Governing Body **Date:** March 25

**Last reviewed on:** March 2025

**Next review due by:** March 2026

The Governing Body and staff at Yeading Junior School are committed to providing an open environment where problems and issues can be dealt with quickly and in a positive manner. It is in everyone's interest that concerns, issues and complaints are resolved at the earliest opportunity.

**Stage One:** If a parent/carer has a concern, issue or complaint, it is expected that this will be dealt with through an informal discussion with the appropriate member of staff, usually the class teacher. If the class teacher is not the appropriate member of staff, an informal discussion can be held with the Headteacher. The school operates an open door policy and an appointment system in order to facilitate these discussions. If these informal discussions fail to resolve the issue, the parent/carer should be given a copy of this Complaints Resolution Procedure.

**Stage Two:** Following an informal discussion with the class teacher, if the issue has not been resolved, the parent/carer should request to see the Headteacher. If the initial concern, issue or complaint was heard by the Headteacher, the parent/carer, having received a copy of this procedure, should make contact with the Chairperson of the Yeading Junior School Governing Body. The Chair of Governors, or a nominated Governor, will discuss the concern, issue or complaint informally with the parent/carer and if appropriate hold a meeting to include the Headteacher. Experience has shown that matters can still be resolved informally at this stage, in which case the concern, issue or complaint is still not considered to have been a formal one.

If the matter is not resolved in these initial stages, the parent/carer is able to take the concern, issue or complaint to Stage 3.

**Stage Three:** The parent/carer should put the complaint in writing to the Chair of Governors. The Chair or nominated governor will convene a Governing Body Complaints Panel, usually within ten school working days. The panel will comprise of three members that have had no previous connection with the concern, issue or complaint. The parent/carer (who may be accompanied or represented) and the Headteacher will be present. The panel will hear and consider the complaint. Within 5 working days of the panel meeting, the Chair of the panel will write to the parent/carer notifying them of the panel's decision with a copy to the Headteacher.

**Further Action:** If the parent/carer is unhappy with the Governing Body Complaints Panel's decision and feels the concern, issue or complaint has not been resolved by following the school's Complaints Resolution Procedure, the complainant can contact the DfE at [www.gov.uk/complain-about-school](http://www.gov.uk/complain-about-school). The DfE is not usually able to consider any complaints that have not followed the school's procedure.

We will review this Complaints Resolution Procedure and evaluate its implementation and effectiveness every year.

Next review: March 2026