



Churchmead School

Life in all its fullness

JOHN 10:10

COMPLAINTS PROCEDURE

Headteacher
Mr C Tomes BA (Hons), MA

Approval Date: November 2023
Review Date: November 2024

AMENDMENTS SINCE LAST RATIFICATION

None

COMPLAINTS PROCEDURE

Churchmead is committed to providing excellent education opportunities for all our students, and everything we do is aimed at helping students achieve their full potential with the support of their parents and the local community.

We recognise however, there may be times when you are unhappy with particular aspects of the school system or how you or your child has been treated and you may wish to make a complaint. Should this be the case, then the following guide will help.

Step 1

If you feel that there is a particular issue which has not been handled well by a subject teacher or form tutor, then you should endeavour, failing speaking to that member of staff in the first instance, to speak to the Head of Department or Head of Year in order to try and resolve the issue.

Step 2

If the matter is not resolved following this discussion, you should then refer your complaint to an Assistant Headteacher/Deputy Headteacher.

Step 3

Should the matter still not be resolved then the Headteacher must be involved either by letter or telephone.

Communications between all parties is essential for the matter to be resolved quickly and fairly so that your child can concentrate on his/her studies.

Step 4

Following the Headteacher's involvement, if you are still not satisfied that your complaint has been handled fairly, then you must write to the Clerk to the Governors at the school address, outlining your complaint, for a meeting with the Governors Complaint Committee, where your grievance can be heard.

Part 1

Should your complaint be against the Headteacher and you have tried to resolve the issue with the Headteacher, then you must contact the Governors Complaint Committee via the Clerk to the Governors as above. Three members of the Governors Complaints Committee will hear your complaint.

Part 2

If after hearing the outcome of their findings, you are still unhappy then you may approach either the Complaints Officer, Learning & Care Directorate, RBWM, Town Hall, St Ives Road, Maidenhead, SL6 1RF, or the Director of Education, The Oxford Diocesan Board of Education, Church House (Oxford), Langford Locks, Kidlington, Oxford, OX5 1GF, outlining your case in as much detail as possible. Mark your envelope 'Confidential'.

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