

Northern Parade Schools

Complaints Procedure:

If you have any worries about any aspect of NPIS or NPJS please let us know – if we do not know there is a problem, then we cannot do anything about it.

Problem solved



Problem

Not Happy

Talk to the class teacher

Not Happy

Happy with the answer

Talk to the head of year

Not Happy

Stage 1

Make an appointment to see the Headteacher

Not Happy

Stage 2

Write to the Chair of Governors setting out your complaint

Not Happy

Stage 3

Write to the Clerk of Governors requesting a complaints panel hearing

Not Happy

Stage 5

Contact the Local Government at the Department for Education (DfE)

Not Happy

Stage 4

Write to the CEO of Kings Academy Trust at Lyndhurst School, Crofton Road, Portsmouth, PO2 ONT

## Northern Parade Schools

In general, to make a complaint against a school, there are a number of stages you can follow depending on the nature of the complaint.

- If your complaint or concern is about the **head teacher** please write to the school governors (see below: Stage 2)
- If your complaint or concern is not about the head teacher see the informal procedure below.

### **Informal procedure**

Discuss your concerns with the class teacher or other relevant member of staff. This will usually resolve the issue.

**What will happen?** The member of staff will deal with your issues or make sure you have the information you need if you feel you want to take the matter further.

### **Stage 1 – formal procedure**

If you are not satisfied with the outcome of your earlier complaint, you should complain to the head teacher either verbally or in writing.

**What will happen?** Your complaint will be acknowledged within five school days. A meeting will be set up between yourselves and the head teacher. There will be a full investigation followed by a verbal or written response (depending on the nature of the complaint) this will be made within 15 school days.

### **Stage 2 – writing to chair of governors**

If you are not satisfied with the response from the head teacher, you should write to the chair of governors.

**What will happen?** Ideally your complaint should be acknowledged within five school days and a full response will be made within 15 school days. However, this may vary according to the nature of the complaint.

### **Stage 3 – writing to clerk of governors**

If you are still not satisfied with how your complaint has been handled, you should write to the clerk of governors requesting that your complaint be heard by the Governing Bodies Complaints Panel.

**What will happen?** The panel will meet between 12 and 20 days from receipt of your letter. The committee's decision is final and you will be told of its findings within five school days of the hearing.

### **Stage 4 – writing to the CEO of The Kings Academy Trust**

If you are still not satisfied with the outcome from the panel, you can write to the CEO of the Kings Academy Trust.

**What will happen?** Ideally your complaint should be acknowledged within five school days and a full response will be made within 15 school days. However, this may vary according to the nature of the complaint.

### **What to do if you are still not satisfied**

If you have already followed the stages described above and are still not satisfied you can contact the Department for Education: <http://www.education.gov.uk/aboutdfe/complaintsprocedure/b00212240/making-complaint-school>