



# Whitley Park Primary and Nursery School procedure for handling general complaints concerning a pupil or member of staff



## Stage 1 - Informal

### Step 1

Parent raises concern with class teacher or year group leader if appropriate

Concern resolved – no further action

### Step 2

Parent request meeting with Headteacher to raise concerns

Concern resolved – no further action

## Stage 2 (Headteacher investigation)

Parent writes to the Head to request the concern is considered at stage 2

Head acknowledges concern within 5 days giving an indication of when parent can expect a response

Head conducts investigation and responds to parent within 15 days of written request

Concern resolved – no further action

## Stage 3 (Review by Governing Body)

Governing Body panel consider the complaint and make recommendations

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide there is insufficient evidence to make a decision
- Recommend appropriate action to be taken to resolve the complaint
- Recommend a review of the relevant school systems or procedures to ensure that problems of a similar nature do not recur

**This completes the School's complaints procedures.** If the parent/carer remains dissatisfied they have the right to refer their complaint to the School Complaints Unit (SCU). Further information can be obtained from the SCU by calling the National Helpline on 0370 000 2288 or going online at: [www.education.gov.uk/help/contactus](http://www.education.gov.uk/help/contactus) or by writing to:  
Department for Education School Complaints Unit 2nd Floor, Piccadilly Gate Store Street Manchester M1 2WD

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