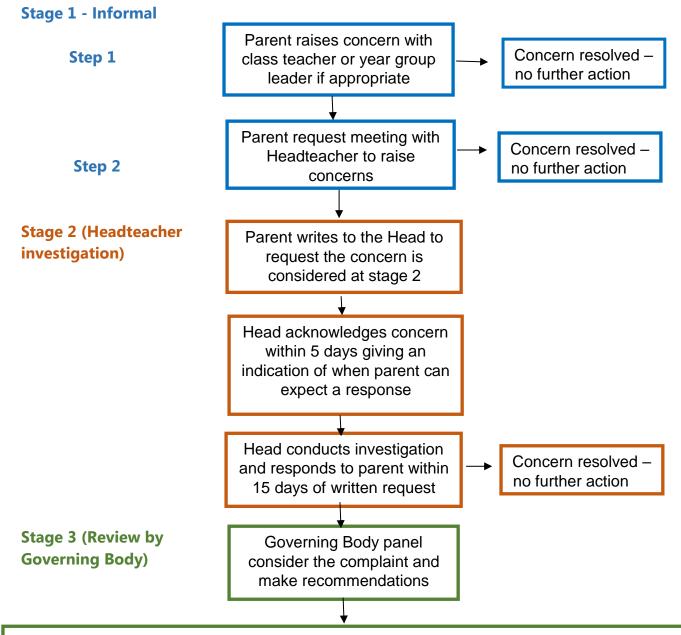


## Whitley Park Primary and Nursery School procedure for handling general complaints concerning a pupil or member of staff





- 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 or by writing to:

Department for Education School Complaints Unit 2nd Floor, Piccadilly Gate Store Street Manchester M1 2WD

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