Making a complaint about Beeston Hill St Luke's

Background

It is in the best interests of pupils if parents and schools work together and maintain good relationships. However, there may be an occasion when you want to raise a complaint. We, like all schools, have a complaints policy which is outlined below.

How do I make a complaint?

Informal stage

Initially, you should address your concerns to your child's class teacher or another appropriate member of staff on an informal basis. This can be in person, by phone or in writing. You may be upset or angry about something that has happened so it is important to keep calm, especially in face-to-face situations as being aggressive or abusive can be counter-productive. It is helpful if you are clear about the issues and the actions you feel might resolve the problem. In most instances, you will find the person you make contact with will be sympathetic and as anxious as you to solve the problem.

Stage one

If you are still not satisfied, you can ask to speak to the head teacher or put your complaint in writing to the head teacher.

Any written complaint should be lodged as soon as possible but in any case no later than **three months** after the incident. You should get an acknowledgement of your written complaint and the head teacher will make sure a full investigation is carried out and a full response will be given.

Note: If your complaint is about the head teacher, you should send your complaint to the Chair of Governors, Mr Eric Whitehouse, email eric.whitehouse@bsl.leeds.sch.uk

Stage two

If you are still not satisfied after stage one, you can address your complaints to the governing body. This must be done in writing within **ten school days** of getting the response from the head teacher or Chair of Governors.

A panel made up of at least three Governors, with no previous knowledge of or involvement in the case, will be convened within **20 school days.** The panel **will not hear the case again.** Instead, they will carry out a review of the investigation to make sure it has been carried out fairly and the correct procedure has been followed. The panel will tell you and the school what they have decided within **three school days.**

Department for Education

If you still remain unhappy with how your complaint has been handled, you can ask the Secretary of State for Education to review your complaint. You can find out more information through the Departments website www.education.gov.uk