



Little Acorns Pre-School

'From little acorns mighty oaks grow'

Complaints Procedure

This is used in conjunction with the main school's policy which can be found on the school's website.

Policy statement

Most issues and concerns about school life can be resolved on an informal basis. The complaint procedure is in place to be used when parents are not happy that an informal resolution has been reached.

Stage 1:

Parents wishing to make a complaint should, in the first instance, make an appointment to take the matter up with the Room Leader, and attempt to resolve it by informal discussion at that level.

Stage 2:

Should it be undesirable or impracticable to discuss the complaint with the Room Leader, or the complaint remains unresolved after discussion with the Room Leader, an appointment should be made to take up the matter with the EYFS Lead and then with the Headteacher.

The EYFS Lead, or the Headteacher will, within one school day, if practicable, discuss the complaint with the parents and with the Room Leader present – either initially or, if desirable, at a later stage.

If the matter is resolved to the satisfaction of the parents, brief details of the complaint and of the outcome shall be recorded in a register of complaints maintained by the school.

The outcome will be recorded in writing to the parents, unless they request otherwise.

If the complaint is against the Headteacher, attempts will be made to discuss and resolve the matter informally. If that fails and the parents remain dissatisfied, then the Chair of Governors will see the parents as soon as possible, with the Headteacher – initially or at a later stage – and attempt to find a solution to the problem.

Stage 3:

If the parents remain dissatisfied, they must inform the Headteacher and then contact the Chair of Governors: kmillington@stonegate.e-sussex.sch.uk.

The Chair of Governors will decide whether to pass the matter on to the Governors' Complaints Panel or the Local Education Authority (LEA), then either:

- (a) The Governors' Complaints Panel will seek to resolve the situation, or
- (b) The LEA County Education Officer will be advised.

Parents will be kept informed and the complaint will be recorded in the Register of Complaints.

Useful addresses

The Headteacher

Stonegate Church of England Primary School
Station Road
Stonegate
East Sussex,
TN5 7EN
head@stonegate.e-sussex.sch.uk

Chair of Governors

(as above)
kmillington@stonegate.e-sussex.sch.uk

County Education Officer

County Hall
St Anne's Crescent
LEWES
East Sussex
BN7 1SG

Policy: Complaints Procedure

Date: September 2022

Review: September 2023

Completed by: Jonathan Elms (Headteacher)

Reviewed by: EYFS Governors Working Party.