

Awarded gold in the Sheffield school games 2022/23



28 November 2023

Dear Parents/Carers

I just wanted to write to you all to clarify the procedure by which concerns and complaints are raised in school.

Thankfully, most of the time, we have few issues and any which arise are dealt with swiftly and to the satisfaction of all involved. Indeed, it is our aim to handle concerns as quickly as possible and without the need for formal procedures.

However, on occasions, further investigation is necessary. At these times, it is important that the correct procedure is followed.

The complaints process is summarised below. It is important to stress that all stages of the process are essential and must be worked through to reach a satisfactory conclusion.

Stage 1: Informal Contact

- Contact the teacher/person directly
- School will acknowledge the receipt of the complaint within 5 working days (although in most cases it will be within 24 hours)
- A discussion between the relevant people will then aim to resolve the complaint within 10 working days

We hope, following this stage, the issue will be resolved, however if not the following steps are:

Stage 2: Complaint Heard by the Headteacher

- This should be made in writing using appendix B – Complaint Form in the Complaint Procedure
- The Headteacher will decide who is the most appropriate person to deal with the complaint
- School will acknowledge the receipt of the complaint within 5 working days
- The headteacher or the most appropriate person will meet with the complainant to discuss their concerns and find solutions
- We aim to resolve this stage within 15 working days

If, following this, the complaint is still unresolved the next step is:

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Stage 3: Governors' Complaint Committee

- Complaint should be made in writing to the Chair of the Local Governing Body explaining why you do not agree with the outcome of stage 2
- The panel will consist of three people who have no previous involvement with any aspect of the complaint
- We aim to resolve this stage within 15 working days

If the complaint is directly about the Headteacher then a written complaint should be submitted to the CEO of Minerva Learning Trust using Appendix B – Complaint Form.

Further detail of all of the above can be found within the Minerva Learning Trust Complaints Procedure, copies of which are available in school or alternatively can be accessed online at [Minerva Learning Trust](#).

I must emphasise that in most cases the above process is unnecessary, and any concerns can be quickly resolved by the school. It is important however that when they arise, complaints are dealt with properly and therefore the procedure is followed in order and in its entirety.

If you have any questions regarding any aspect of the above, please contact school.

Yours sincerely



Miss S Mattock
Headteacher