

Complaints not in scope of the procedure

The complaints procedure should cover all complaints about any provision of facilities or services that a school provides with the exceptions listed below, for which there are separate (statutory) procedures.

Exceptions:

- Admissions to schools
- Statutory assessments of Special Educational Needs and Disability (SEND)
- School re-organisation proposals
- Matters likely to require a Child Protection Investigation
- Exclusion of children from school
- Whistleblowing
- Staff grievances
- Staff conduct
- Complaints about services provided by other providers who may use school premises or facilities
- National Curriculum content

Details of **who to contact** in the event of a complaint regarding the above can be found within the full policy.

COMPLAINTS CONTACTS

For further information and guidance around our complaints policy and procedures, please download a copy of our policy from the website or contact the school office who will be able to provide you with a copy.

JANET SPRATT-BURCH
Head Teacher

NAOMI BOULTER
Deputy Head Teacher

JUDITH LEE
Chair of Governors

JACKIE KIRKLAND
Clerk to the Governors

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61 Digby Avenue, Mapperley, Nottingham, NG3 6DS
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COMPLAINTS PROCEDURE



CONCERNS AND COMPLAINTS

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

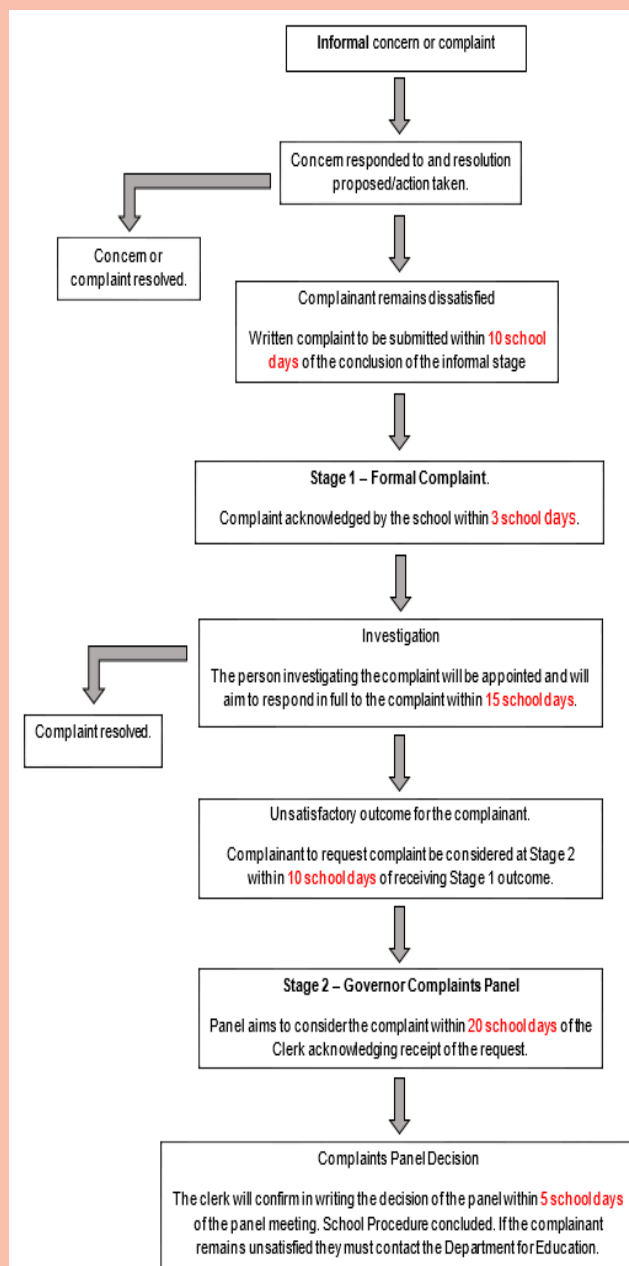
It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Carlton Digby School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

A concern or complaint can be made in person, in writing or by telephone.

Concerns should be raised initially with either the class teacher or Head Teacher. If the issue remains unresolved, the next step is to make a formal complaint.

If you wish to make a formal complaint, please follow the guidelines within the policy.

COMPLAINTS PROCEDURE



What to do if you are not satisfied with how your complaint was handled

If you believe the school did not handle your complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, you can contact the Department for Education after Stage 2 has been completed.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Carlton Digby School. They will consider whether Carlton Digby School has adhered to education legislation and any statutory policies connected with the complaint.

You can refer your complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD