Ysgol Gynradd Blaenau

Appendix A: Summary of Dealing with Concerns or Complaints

Appendix A: Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or complaint about the school, provided that the concern or complaint does not fall under other statutory procedures.

Stage A: Raise your concern with the teacher or designated person within 10 school days.

→ **Issue resolved**

Issue not resolved → **Write to the headteacher (or designated person as advised by the school) within five school days.**

Stage B: Headteacher* or other person designated by the school will investigate your complaint and meet you. You will receive a letter within 10 school days of receiving your letter with the outcome.

→ **Complaint resolved**

Complaint not resolved → **Stage C: Write to the chair of governors** within five school days.**

Complaint heard by governing body complaints committee within 15 school days of receiving your letter.

You will be informed of the outcome within 10 school days. → **Complaint resolved**

* If the complaint is about the headteacher you should write to the chair of governors.
** If the complaint is about the chair of governors you should write to the vice chair.
All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.
The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.