



# Complaints Policy

All complaints are dealt with initially by the staff, Head teacher or Chair of Governors in accordance with DfE guidelines.

We trust that your child is happy at this school. On occasions, however, a problem may arise. The great majority of problems can be sorted out informally either in person, or by telephone. All complaints will be dealt with sympathetically, in strict confidence and promptly. If you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make an official complaint, please follow the procedure below.

### **1. General Complaints**

- Take up the problem in the first instance with your child's Key Person. (Each child is assigned a Key Person – a member of staff who will work with you to support your child's needs)
- If a satisfactory solution is not reached, please make an appointment with the Head teacher.
- If the problem is still not resolved, then the Chair of Governors, **Ms Elen Griffiths** can be contacted at [egriffiths@beya.org.uk](mailto:egriffiths@beya.org.uk) or via the school office.

[office@brookhillnursery.barnetmail.net](mailto:office@brookhillnursery.barnetmail.net)  
[office@st-margarets.barnetmail.net](mailto:office@st-margarets.barnetmail.net)  
[office@hampdenway.barnetmail.net](mailto:office@hampdenway.barnetmail.net)

- If you consider that the problem has not been resolved by the Governing Body you have the right to make a complaint in writing to the Department for Education

### **2. Other complaints**

- If your initial complaint is about the Head teacher, write to the Chair of Governors.
- If your complaint is about a particular member of the Governing Body write to the Chair of Governors.
- If your complaint is about the Chair of Governors, write to the Clerk of the Governing Body via the school office
- If you consider that the Governing Body is acting 'unreasonably' or is failing to carry out its statutory duties properly, you should write to the Department for Education.
- You also have the right to approach Ofsted directly with your problem at any time.

### **3. Time scales**

- You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

### **Complaints received outside of term time**

- We will consider complaints made outside of term time to have been received on the first school day after the holiday period.