

Further Information

Further action

If you feel that the Governing Body acted unreasonably in the handling of the complaint, you can complain to the Department for Education after the complaints procedure, detailed in the **Christ Church CE Infant School Complaints Policy and Procedure**, has been completed.

Ofsted will also consider complaints about schools. You can contact Ofsted if you think that a school isn't run properly and needs inspecting. Ofsted will not look into problems with individual students. This course of action is only available if the **Christ Church CE Infant School Complaints Policy and Procedure** has already been followed.

Unreasonable complaints

For the definition of unreasonable complaints please see the **Christ Church CE Infant School Complaints Policy and Procedure**. If a complainant's behavior causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

School contact details

Christ Church CE Infant School
Christchurch Road
Virginia Water
Surrey GU25 4PX

Procedural advice

For procedural advice please contact the Head of School or Clerk to the Governing Body.

Advice is also available from Surrey County Council.

Surrey County Council contact details

Telephone: 03456 009 009
(8am-6pm weekdays, excluding bank holidays)

Email:

contact.centre@surreycc.gov.uk



A brief guide to the Christ Church CE Infant School Complaints Policy and Procedure

Introduction

Christ Church CE Infant School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without prejudice

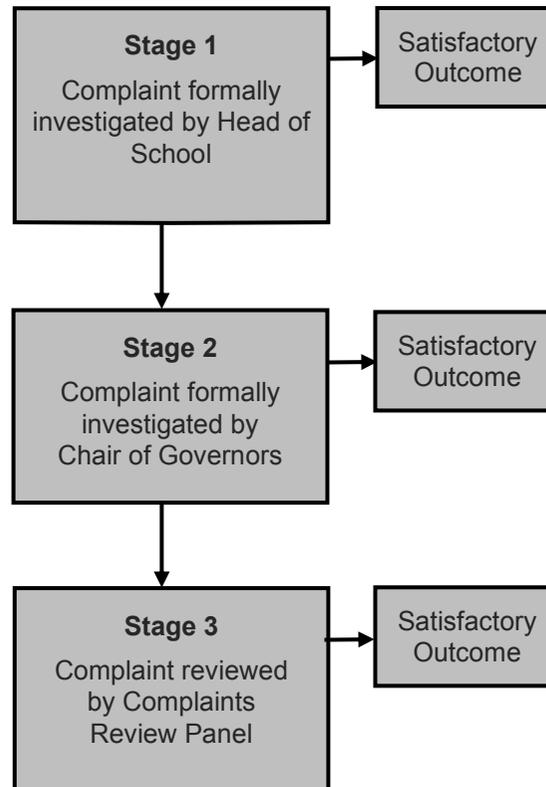
The majority of concerns can be dealt with without resorting to formal procedure.

Where you have a concern about any aspect of the school or your child's education or wellbeing, raise this with your child's class teacher via telephone, email or in person. He/she may be able to address your concerns straight away, or arrange a meeting with you to discuss the issue.

If you are ***not satisfied with this response*** and believe the issue has not been resolved, please use the three stage formal complaints procedure that Christ Church CE Infant operates (details overleaf).

For more information please refer to the **Complaints Policy and Procedure for Christ Church CE Infant School** documents (available on the school website).

Formal Complaints Process



However, if your complaint relates to:

- Child Protection/Safeguarding
- Admission to School
- Pupil Exclusion
- Special Educational Needs and Disabilities (SEND)

then please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.

Formal Complaint - Stage 1

Complaints should be expressed to the Head of School in writing. The Head of School (or delegated member of SLT) will formally investigate and respond to your concerns in writing.

Formal Complaint - Stage 2

If you remain dissatisfied following the response of the Head of School at Stage 1, please complete the Stage 2 complaint form (available from the school office) and return it to the Chair of Governors (via the school office). The Chair of Governors (or delegated governor) will formally investigate and respond to your concerns.

Formal Complaint - Stage 3

If you remain dissatisfied following the response of the Nominated Governor at Stage 2, please complete the Stage 3 complaint form (available from the school office) and return it to the Clerk to the Governing Body (via the school office). A Complaint Review Panel of three governors will be convened to review your complaint. You will be informed in writing of the outcome of the review.

Mediation

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.