



## How to raise a concern or make a complaint

### Informal Stage Concerns Queries Questions

- Parents and members of the community are invited to contact the school when they have a question query or concern
- Staff and parents need to be clear regarding the concern and expected action – is the shared information ‘to let the school know’ or expecting a ‘concern to be addressed’
- Parents should expect most concerns to be resolved swiftly and satisfactorily at this stage.
- Raise a concern by visiting the school office, contact at the school gate, Calling 01903 204141 or
- Email: [concern@chesswood.w-sussex.sch.uk](mailto:concern@chesswood.w-sussex.sch.uk).
- An initial response from the school should be no longer than two working days. We will seek a resolution within five working days.

### Stage 1 Formal Complaint

- Raise, wherever possible, in writing, the original complaint providing as much detail as possible (see Chesswood Junior School Complaint form or include the same information in a format of your choosing).

[concern@chesswood.w-sussex.sch.uk](mailto:concern@chesswood.w-sussex.sch.uk)

Parents should expect the head teacher, or his delegate, to investigate the matter thoroughly and report back the school’s position verbally and in writing.

An initial response from the head teacher should be no longer than two working days – normally the same day (schools do have to respond with 5 working days). We will seek a resolution within five working days, where appropriate (schools have up to 15 working days).

Where a complaint at stage 1 has not been resolved the head teacher, or delegate, will advise how it might be escalated

### Stage 2 Governing Body

- When both the informal stage and stage one have not resolved the concerns in the parents view
- A request to escalate may be made to the Clerk to the Governors - [clerk@chesswood.w-sussex.sch.uk](mailto:clerk@chesswood.w-sussex.sch.uk) or place in writing marked private and confidential.
- Confirmation of receipt will be given in writing within 5 working days.
- A process led by the governor complaints committee will then be initiated