

• Please communicate in writing to clerk@chesswood.w-sussex.sch.uk to

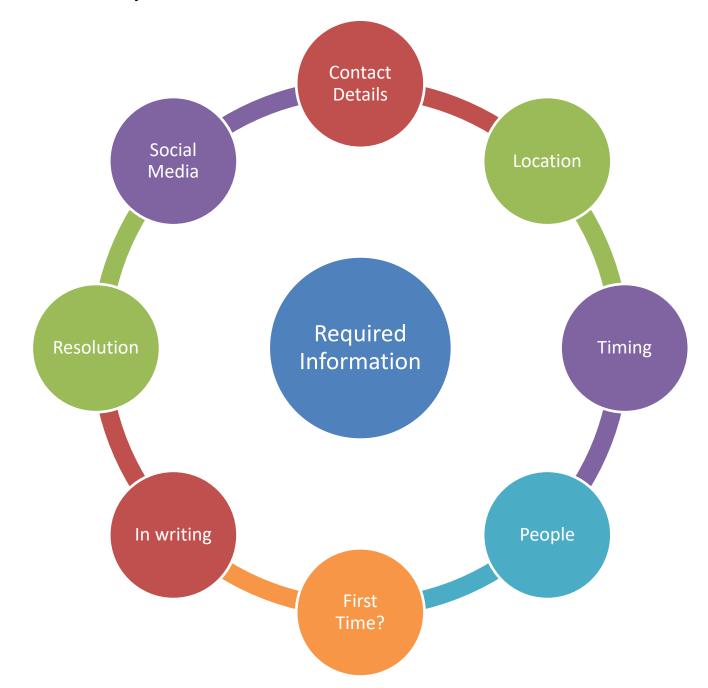
Stage 2 Governing Body

- communicate this request
- You may also communicate your intention with a handwritten letter delivered to Chesswood for the attention of the Clerk to governors.
- You will recieve a response within 5 working days of receipt.
- A panel of three governors with no prior involvement or knowledge of the complaint will be formed
- There is a right to escalate from this stage to the Department for Education if the complaint has not been resolved to their satisfaction.

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Concerns and Complaints Quick Guide

Experience has shown that most concerns can, and are, resolved at this informal stage and there is action you can take to help resolve this swiftly:



- 1. Always provide your contact details e.g. name, email and phone number
- 2. Provide factual details of the concern e.g.
- The location of an incident, action, reaction or interaction.
- The timing When it happened? Time and day
- The people involved adults and or children, names are most helpful but descriptions will also help if a name is unknown or uncertain. It is particularly important that we approach the right adult or children during the course of any investigation.
- 3. Is this the first time you have had or raised this concern? It is always helpful to know whether you have raised the same or similar concern on more than one occasion. If so who was the concern reported to and broadly when?
- Provide the information in writing to ensure we have a good foundation to undertake our investigation. Please do not let uncertainty delay your written contact we will take what you know as soon as possible. Email: <u>Concern@chesswood.w-sussex.sch.uk</u>
 How can this be resolved to your satisfaction? It is always helpful to know and understand how any arising issue could be resolved satisfactorily for a family, wherever possible please let us know along with your written concern how this might best be resolved from your perspective.
 Please do not communicate concern on social media, anonymously or otherwise, until school staff have had an opportunity to hear and resolve the concern. We respond quickly to any concern raised and resolve almost all to parent's satisfaction. Use of social media often hinders a concern being resolved rather than helping.

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