**Stanley Grove Complaints Procedure Statement (to be read in line with the Complaints Policiy)**

Section 29 of the Education Act (2002) requires all local authority maintained schools to produce and make available a procedure to deal with complaints related to the school, or any community facilities or services provided by the school.

Our procedure is accessible and readily available on our school website or as a paper copy on request.

Complaints need to be addressed to the school (see complaints policy for information on who to contact. The following are the exceptions:

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| **Exceptions** | **Whom to contact** |
| * Admissions to school * Statutory assessments of special educational needs * School re-organisation proposals * Matters likely to require a   child protection investigation | Local authority |
| * Exclusion from school | Parents and carers may use procedures to challenge permanent exclusions and fixed-term exclusions of more than five days in a given term. Concerns about the process followed can be raised via the complaints procedure. |
| * Whistleblowing | Schools should have an internal procedure for employees and volunteers. Ofsted may be contacted by email ([whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)), telephone (0300 123 3155) or in writing (WBHL, Ofsted, Piccadilly  Gate, Store Street, Manchester M1 2WD). |
| * Staff grievances and disciplinary procedures | Schools must have staff grievances, discipline and conduct procedures in place. Complainants are not informed of the outcomes of actions under this procedure. |
| * Complaints about services provided by external bodies using a school’s   premises or facilities | Providers should be contacted directly and have their procedures for such eventualities. |

There will be some complainants who are reluctant to accept the outcome of the process. In such cases, the person should be encouraged to refer the matter to the Secretary of State. This option should be included in the school’s complaints policy.

The Secretary of State’s powers are delegated to the school complaints unit (SCU). The SCU will only consider cases where the governing body has acted unlawfully or unreasonably. It will only overturn a decision in extreme circumstances. If it decides a school has not followed its published procedures, it has the power to direct the process is re-visited.