

# Working together to improve schools

## How to make a complaint



Children, Young People & Learning  
Time Square  
Market Street  
Bracknell RG12 1JD

# **If you wish to complain about a Bracknell Forest School there are a number of distinct stages which must be followed.**

## **1 Informal discussion and resolution**

You should approach the school directly and make an appointment to see a class teacher or other member of staff as appropriate. Experience shows that most difficulties can be satisfactorily resolved in this way.

## **2 Investigation by the Headteacher**

If you are unable to resolve your concerns through informal discussion with a member of staff or the Headteacher, you will need to submit your complaint in writing to the Headteacher. He/She will investigate the situation and report any findings or decisions back to you.

## **3 Review by governing body**

You will need to submit your complaint in writing to the Chair of Governors, via the school, who will decide the most suitable way to deal with your complaint. He/She may decide that your complaint should be considered by a committee of governors. A committee will not include any individuals who have previously been involved with your complaint. The committee will report their decision to you.

## **4 Local authority (LA) investigation**

If you feel that the school did not handle your complaint in accordance with its own published complaints procedures you are entitled to write and ask the Director of Children, Young People and Learning, at the address on this leaflet, to examine how it was dealt with. The Council will not re-investigate the original complaint, only the manner in which it was dealt with by the school.

## **5 Further options**

Individuals have the right to contact the Secretary of State for Education with regards to the way their complaint has been handled. However no action will be taken until both the school and LA procedures have been exhausted. More information about each of these stages and time scales is given within the complaints procedures published by each school.

## **Other types of complaint about a school**

If you have a complaint about a member of school staff you should approach the headteacher.

If you have a complaint about the school's headteacher you should miss out stage 2. In this case, the formal complaints procedure will begin at stage 3.