



**THE BAY CE SCHOOL**

Believe • Inspire • Excel

**The Bay CE School**  
**Summary of Complaints Procedure**  
**2020/21**

Introduction

The Bay CE School is committed to providing an education of high quality, which prepares our young people to be highly motivated, positive, independent and well-qualified adults.

We welcome any comments or concerns that you have about the provision/support that you or your children have received.

Why we have a complaints procedure

The procedure aims to provide you with:

- A straightforward method of raising a concern.
- Regular information about the progress of your comments.
- A resolution to any difficulties you are experiencing.

In addition, the procedure provides us with the opportunity to improve our provision and helps to ensure that our learners receive the best possible education.

Contact procedure for Primary

If you wish to make a comment, or express a concern, please contact in the first instance:

- Your child's teacher for learning issues.  
• Your child's teacher for day-to-day or behavioural issues.
- The School Office for health and medical concerns.
- The Special Needs Co-ordinator (SENDCo) for issues relating to your child's special needs.

Contact procedure for Secondary

If you wish to make a comment, or express a concern, please contact in the first instance:



# THE BAY CE SCHOOL

Believe • Inspire • Excel

Your child's teacher or Head of Department for learning issues.

- Your child's tutor or Year Leader for day-to-day or behavioural issues.

- The School Office for health and medical concerns.

- The Special Needs Co-ordinator (SENDCo) for issues relating to your child's special needs.

If you remain concerned, your next step is to contact the Headteacher. Should you wish to raise a concern in person, please make an appointment to ensure that the appropriate member of staff is available. Please bring with you any papers or information that are relevant to your problem.

## What is a concern?

The Headteacher will accept as a concern any dissatisfaction about the treatment of a young person, action or lack of action by a member of staff, which affects a student, parent or member of the public.

## When should you raise a concern?

You should raise a concern as soon as you become aware that a problem has arisen. The sooner you make your concern known the better, as this will mean that any relevant details or records are more likely to be available. Your comments should include details of what you felt went wrong and what you would like to be done to put it right.

## How the procedure works

It is intended that the following stages are taken in sequence. It would not normally be appropriate for any stage to be omitted.

- An informal approach: the preliminary stage

Staff will do their best to acknowledge your telephone call, email or letter, within two working days of receipt. Your comments will be passed to the most appropriate member of staff for their observations. You will have a formal response as soon as possible, but within 10 school days of receipt.

- The formal process:

Stage 1: complaining to the Headteacher

If you feel that your concern has not been dealt with satisfactorily, or that the solution offered is not acceptable, you should contact the Headteacher, giving details of your concern and sending any appropriate paperwork. Depending on the nature of the concern, the Headteacher or a designated member of staff will



**THE BAY CE SCHOOL**

Believe • Inspire • Excel

acknowledge receipt of your complaint on the same day and offer a full response within five days of receipt.

If the complaint requires an in-depth investigation, we will tell you that a full response will take longer than usual, up to 20 school days.

### Stage 2: complaining to the Chair of Governors

If the Headteacher has not satisfactorily resolved your concern, you should write to the Chair of Governors at the school.

We always welcome comments and letters of appreciation from satisfied parents.

The full Complaints Procedure can be found on the policy section of our website.