Further Information

Further action

If the you feel that the Governing Body acted unreasonably in the handling of the complaint, you can complain to the Department for Education after the complaints procedure has been completed.

Ofsted will also consider complaints about schools. You can contact Ofsted if you think that a school isn't run properly and needs inspecting. Ofsted will not look into problems with individual pupils. This course of action is only available if the South Farnham School Complaints Policy & Procedure has already been followed.

Unreasonable complaints

For the definition of unreasonable complaints please see the South Farnham School Complaints Policy & Procedure. If a complainant's behaviour causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

South Farnham School

Junior Site

Menin Way Farnham Surrey GU9 8DY 01252 716155

E mail: Info.southfarnham@sfet.org.uk

Infant Site

School Lane Lower Bourne Farnham Surrey GU10 3PE

01252 716398

Email: Infants.southfarnham@sfet.org.uk

Procedural advice

For procedural advice please contact the Headteacher or Clerk to the Governing Body.

Advice may also available from Surrey County Council.

Surrey County Council contact details

Telephone: 03456 009 009

(8am-6pm weekdays, excluding bank holidays)

Email: contact.centre@surreycc.gov.uk

A brief guide to the South Farnham School Complaints Policy & Procedure





Introduction

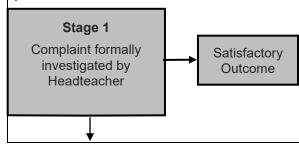
South Farnham School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

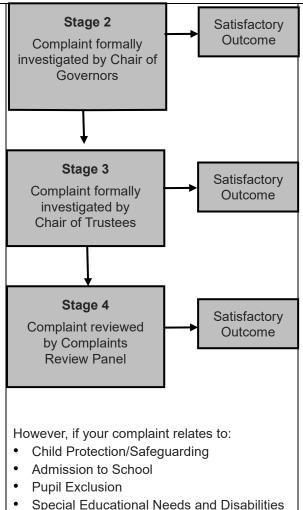
- Fairly
- Openly
- Promptly
- Without Prejudice

South Farnham School operates a four stage formal complaints procedure (detailed overleaf). For more information please refer to the South Farnham School Complaints Policy and Procedure documents (available on the school website).

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution.

If you are not satisfied with this response and believe the issue has not been resolved, please use the three stage formal complaints procedure.





 Special Educational Needs and Disabilities (SEND)

then please ring the School Office and they will put you in touch with the appropriate contact who will advise you further.

Stage 1

Complaints should be expressed to the Headteacher in writing. The Headteacher (or delegated member of SLT) will formally investigate and respond to your concerns in writing.

Stage 2

If you remain dissatisfied following the response of the Headteacher at Stage 1, please complete the Stage 2 complaint form (available from the school office) and return it to the Chair of Governors (via the school office). The Chair of Governors (or delegated governor) will formally investigate and respond to your concerns.

Stage 3

If you remain dissatisfied following the response of the Headteacher at Stage 1, please complete the Stage 3 complaint form (available from the school office) and return it to the Chair of Trustees (via the school office). The Chair of Trustees (or delegated trustee) will formally investigate and respond to your concerns.

Stage 4

If you remain dissatisfied following the response of the Chair of the Trustees at Stage 3, please complete the Stage 4 complaint form (available from the school office) and return it to the Clerk to the Trust Board (via the school office). A Complaint Review Panel of three governors will be convened to review your complaint. You will be informed in writing of the outcome of the review.

Mediation

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.