

## 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



