



BROADWAY SCHOOL

COMPLAINTS PROCEDURES

1. INTRODUCTION:

- 1.1 In the first instance, any complaints received at the school should be dealt with in an 'informal' manner so as to resolve the issue.
- 1.2 A record should be kept of all complaints.
- 1.3 The complaint should be acknowledged.
- 1.4 The complaint should be investigated.
- 1.5 The person making the complaint should be given fair treatment and, in particular, a chance to state their case.
- 1.6 The matter should be dealt with as quickly as is reasonably possible.
- 1.7 Any incident that cannot be resolved at the informal stage should be referred on to the appropriate body.

2. ADMISSIONS:

- 2.1 Complaints made regarding the admission of pupils to the school will be dealt with according to the LEA guidelines, copies of which are available from the Head Teacher.

3. CURRICULUM:

- 3.1 Complaints made regarding curriculum issues will be dealt with under the procedures laid down subsequent to the Education Reform Act 1988, details of which are available from the Head Teacher.

4. PUPILS:

- 4.1 Complaints made about the conduct of a pupil will be dealt with according to the school's policies relating to good order e.g. behaviour policy, bullying policy, attendance policy, exclusions procedures, etc.
- 4.2 Serious complaints will be dealt with, in the first instance, by the Head of Year.
- 4.3 In more serious cases, the Head of Year will refer the matter to the appropriate body.

5. STAFF:

- 5.1 Complaints made against staff will be dealt with according to the appropriate governing body policies and LEA guidelines. These are available from the Head Teacher.
- 5.2 Complaints against the Head Teacher should be made, in the first instance, to the Chair of Governors.
- 5.3 Complaints against the Governing Body should be made to the Chief Education Officer.