

# Sheringham Woodfields School

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Registered Charity: Friends of Sheringham Woodfields School - 1127142

## COMPLAINTS POLICY

Approved by SMT: 2 <sup>nd</sup> May 2018	Approved by Staff: 8 <sup>th</sup> May 218	Approved by Governors: 9 <sup>th</sup> May 2018
Next Review date: Summer 2021	Person(s) responsible for review: SMT	

### General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

### Raising a concern or complaint

#### Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This can be by letter or email, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

If this does not satisfactorily resolve the issue then it could still be resolved informally by addressing with the Head Teacher if you feel this is appropriate.

In the case of serious concerns please address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher).

If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the governing body (Matthew Smith who can be contacted via [manager@sheringhamwoodfields.norfolk.sch.uk](mailto:manager@sheringhamwoodfields.norfolk.sch.uk)).

#### Formal Stage

If your concern or complaint is **not** resolved at the informal stage you can choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, your complaint will be passed to the Clerk to the governing body, for the attention of the Chair of the governing body. A Complaint Form is provided to assist you.

You should include details which will assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed. Please also provide information in connection with what the school conducted in terms of addressing the complaint at the informal stage.

Please pass the completed form, in a sealed envelope to the school office. The envelope must be addressed to the Head Teacher, or to the Clerk to the governing body, as appropriate.

The Head Teacher (or Chair) will invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution if this is required. If you accept that invitation, you may be accompanied by a friend to assist you in explaining the nature of your concerns. Please note that clarification may not be required if the original complaint has enough detail and clarity.

Where possible your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you will learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification will include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you can request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

### **Review Process**

Any review of the process followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

# Sheringham Woodfield School: Meeting Request Form

I wish to meet *[name of teacher]* to discuss the following matter:

<p><b>Brief details of topic to be discussed</b></p>	
<p><b>Dates/times when it would be most convenient for a meeting</b></p>	

<p><b>Your name</b></p>	
<p><b>Relationship with the school</b></p>	
<p><b>Pupils name (if relevant)</b></p>	
<p><b>Your address</b></p>	
<p><b>Telephone numbers to contact you on</b></p>	
<p><b>Email address</b></p>	

**Signed** ..... **Date** .....  
 [Please complete this form and return it to the school office]

**School use:**

Date Form received:

Date response sent:

Received by:

Response sent by:

## Sheringham Woodfields School Formal Complaint Form

Please complete this form and return it to the school office or to the Head Teacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name	
Relationship with the school	
Pupils name (if relevant)	
Your address	
Telephone numbers to contact you on	
Email address	

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.  
Number of Additional pages attached =

<p>What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)</p>	
<p>What actions do you feel might resolve the problem at this stage?</p>	

Signature: .....

Date: .....

**School use:**  
 Date Form received:  
 Received by:  
 Date acknowledgement sent:  
 Acknowledgement sent by:

Complaint referred to:			
Date:			

## Sheringham Woodfields School Complaint Review Request Form

Please complete this form and return it to Head Teacher (or Clerk to the governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name	
Relationship with the school	
Pupils name (if relevant)	
Your address	
Telephone numbers to contact you on	
Email address	

Dear Sir

I submitted a formal complaint to the school on ..... and am dissatisfied by the procedure that has been followed.

My complaint was submitted to ..... and I received a response from ..... on .....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What actions do you feel might resolve the problem at this stage?

Signature: .....

Date: .....

**School use**

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Request referred to:			
Date:			