Wood End Primary School



**Complaints Policy**

**Local Arrangements**

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| **Written by: M Cross** |  | **Date:** January 2024 |
| **Date for review:** | January 2026 | |
| **Approved by governors:** | 5th February 2024 | |

As a school, we adopt the Community Academies Trust Complaints Policy. This policy will outline the local arrangements relating to the policy.

The CAT Complaints policy can be located in the following places:

* On the school website – [www.wood-end-primaryschool.co.uk](http://www.wood-end-primaryschool.co.uk)
* On the CAT website <https://www.communityacademiestrust.org/en-GB/trust-information>
* By asking for a paper or electronic copy from the school office – [admin2023@welearn365.com](mailto:admin2023@welearn365.com)

**Stage 1 – Informal Procedure**

The class teacher and other members of staff can deal with many concerns to the satisfaction of the complainant, without needing to deal with it formally.

School values informal meetings and telephone discussions as a way of improving its procedures and relations with parents. The contact details for senior members of staff are listed below.

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| **Executive Head** | **Associate Head** |
| Mrs M Cross  [admin2023@welearn365.com](mailto:admin2023@welearn365.com)  01827 872237 (Wood End)  01827 892422 (Dordon) | Mrs J Smith  [admin2023@welearn365.com](mailto:admin2023@welearn365.com)  01827 872237 |

**Stage 2 – Formal Complaint Investigated by a Member of School**

If the complainant is unhappy with the way in which the concern was dealt with at Stage 1, the complainant should complete the formal complaint form found in Annex 3 of the main policy.

Complaints should be addressed to the Executive Head who will decide who will investigate the complaint.

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| **Executive Head** |
| Mrs M Cross  [admin2018@welearn365.com](mailto:admin2018@welearn365.com)  01827 872237 (Wood End)  01827 892422 (Dordon)  Wood End Primary School  Wood Street  Wood End  Atherstone  CV9 2QL |

If the complaint concerns the Executive Head or a Local Governor, the complaint will be referred to the Chair of the Local Governing Body.

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| **Chair of Governors** |
| Mr M Eade  Eades.m@welearn365.com |

If the complaint concerns the Chair of Governors the Vice Chair will investigate the complaint under Stage 3 of the complaints policy.

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| **Vice Chair of Governors** |
| Mrs K Clarke  [clarke.k10@welearn365.com](mailto:clarke.k10@welearn365.com) |

**Stage 3 – Formal Complaint Investigated by a Executive Head**

If the complainant is unhappy with the outcome of the complaint under Stage 2, the complainant should write to the Executive Head at the school, asking for the complaint to be investigated under Stage 3 of the CAT Complaints Policy.

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| **Executive Head** |
| Mrs M Cross  [admin2018@welearn365.com](mailto:admin2018@welearn365.com)  01827 872237 (Wood End)  01827 892422 (Dordon)  Wood End Primary School  Wood Street  Wood End  Atherstone  CV9 2QL |

If the complaint concerns the Executive Head or a Local Governor, the complaint will be referred to the Chair of the Local Governing Body.

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| **Chair of Governors** |
| Mr M Eade  Eades.m@welearn365.com |

If the complaint concerns the Chair of Governors the Vice Chair will investigate the complaint under Stage 3 of the complaints policy.

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| **Vice Chair of Governors** |
| Mrs K Clarke  [clarke.k10@welearn365.com](mailto:clarke.k10@welearn365.com) |

**Stage 4 – Complaint Heard at an Independent Complaint Panel**

If the complainant is unhappy with the outcome of the complaint under Stage 3, the complainant should write to the Clerk to the Local Governors at the school asking for the complaint to be heard before an Independent Complaint Panel. Guiding principles and information on the appointment of an Independent Complaint Panel can be found in Annex 4 of the CAT Complaints Policy.

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| **Clerk to Local Governors** |
| Miss A Smith  Dordon Primary School  Roman Way  Dordon  Tamworth  B78 1PJ  Admin2018@welearn365.com |