



Complaints Policy

How to complain

Any concerns you have about your child's education can usually be settled by speaking to the Headteacher or another member of staff. The first point of call should be your child's class teacher. If you feel this is not appropriate you can also speak to Mr Davies, Executive Headteacher or Mrs Skellon, Head of School.

Formal complaint

If your concerns are not resolved having spoken to the staff members above you may wish to complain formally.

In terms of making a formal complaint, you can do this in writing a letter to the Chair of the Governing Body, Mr Sean Gardner, at the school address.

Mr Gardner can also be contacted by email: sean.gardner@eaton.cheshire.sch.uk

You should make it clear:

- Why you are complaining.
- Who you have spoken to already.
- What you want to happen as a result of your complaint.

The Chair of Governors should arrange for your complaint to be investigated. The governor in charge of investigating your complaint may ask to meet you to clarify the nature and detail of your complaint.

They will give you full details of how they will carry out any further investigation in keep you up to date with progress.

How long will it take to deal with a formal complaint?

The Governing Body should aim to respond to your complaint within 28 school working days of receiving your written complaint. If there is any delay, they will let you know the reasons and keep you informed. When the panel has fully investigated your complaint, the Governing Body will write to you confirming the outcome of your complaint and any agreed action to be taken.

What if I am not satisfied with the outcome?

From 1 August 2012 complaints about maintained schools not resolved by the school should be addressed to the Secretary of State for Education. This should only happen once the above channels have been taken.

- Email: ministers@education.gsi.gov.uk
- Telephone: 020 7925 5065

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