



Bingham Primary School

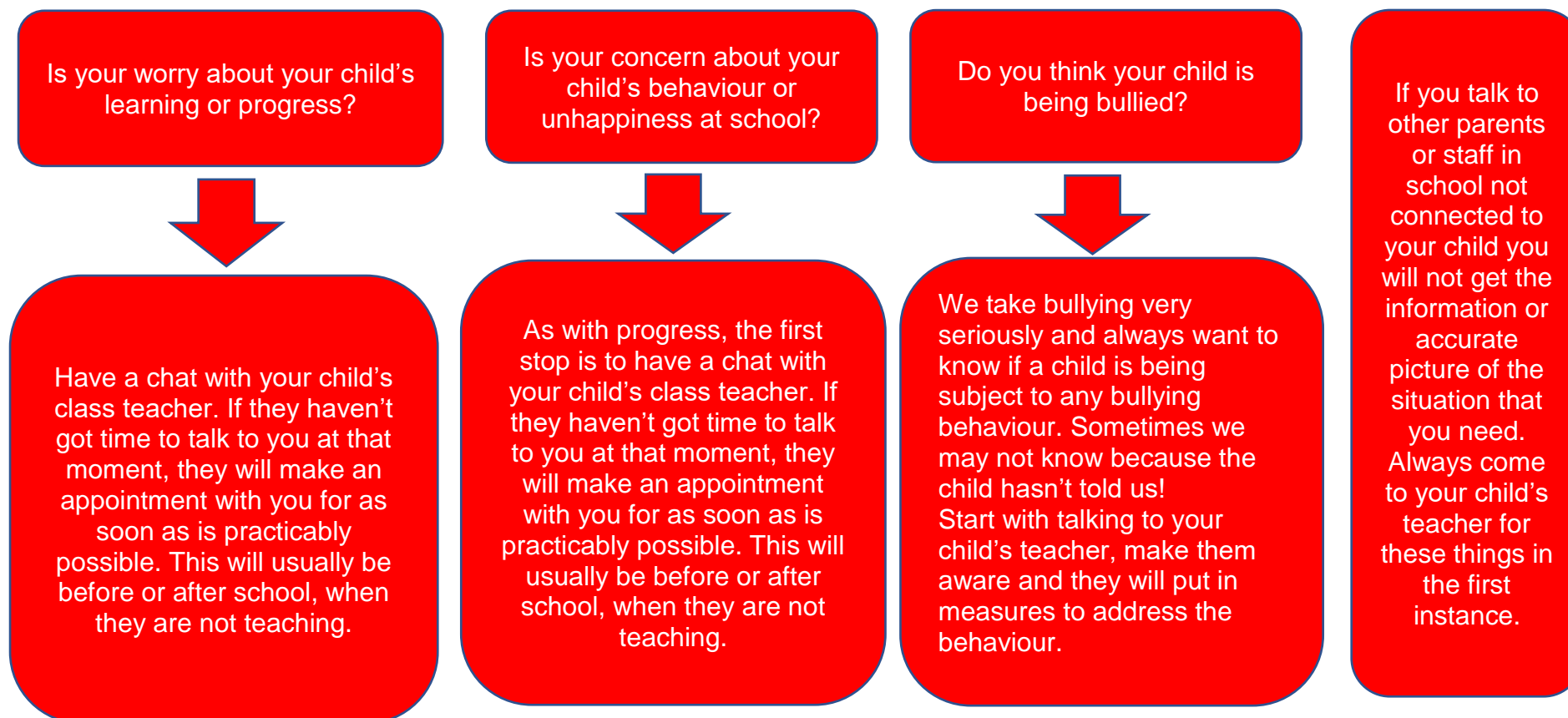
Our Complaints Procedure
Mrs Gayle Ellis Headteacher

Our Complaints Procedure

We hope that all our families and community will have a pleasant and positive experience of our school and that complaints or concerns will be a real rarity.

However, we do understand that from time to time concerns arise and parents and carers might like to share their concerns with school.

If there is anything we can help you with or you have questions to ask, please consider the following process:





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If you are not happy following on from your meeting with your child's teacher you might feel you wish to talk to someone else about your concern.
You need to do the following:

If your complaint is not linked to your child's progress or welfare in class/playground, or it is related to an adult in school, please use this route for your complaint.



Stage 1 – informal complaint

What happens next?

Send an email to the office, with the word 'Complaint' written in the title bar.
In your email, please detail your child's name, their class and the nature of your complaint.

This will then be directed to the appropriate member of senior staff who will respond to your email and will respond to organise a meeting with you.

If you do not have email, then the staff at the office will be happy to give you a paper form to complete.

1
The senior member of staff will meet with you and listen to the complaint.
Details will be taken and may be shared with other senior leaders in the school where appropriate or necessary



2
If needed following the outcome of the meeting, the senior member of staff will conduct an investigation.
They might also pass the complaint on to the Headteacher if it is of significant concern.



3
You will be informed of the outcome of your complaint.
You will not be told of any actions or information that are confidential to individuals in or out of school.



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If you still feel your complaint has not been addressed to your satisfaction, you should make an appointment with the Headteacher.



Step 2 – moving to a formal complaint

If your issue cannot be resolved at the end of this meeting, the Headteacher will guide you to moving to a Stage 2 complaint. This will involve submitting a formal written complaint to the central team at CIT.
The details of how to do this can be found in the CIT complaints process document:

[Complaints-Process.pdf \(citacademies.co.uk\)](#)