

Further information

Further action

If you feel that the governing body has acted unreasonably in the handling of the complaint you can complain to the Department for Education after the procedure has been completed.

Ofsted will also consider complaints about schools. You can contact Ofsted if you feel that a school is not run properly and needs inspecting. Ofsted will not look into problems with individual students. This course of action is only available if the school complaints procedure has already been followed.

Unreasonable complaints

For the definition of unreasonable complaints please see the school's complaints policy. If a complainant's behaviour causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

Moss Lane School

Moss Lane

Godalming

Surrey

GU7 1EF

Tel: 01483 417214

Email: info@moss-lane.surrey.sch.uk

Procedural advice

For procedural advice please contact the Headteacher - Victoria Abbott or Clerk to Governors - Pam Langridge.

Advice is also available from Surrey County Council.

Surrey County Council contact details

Telephone: 03456 009 009 (8am-6pm weekdays, excluding bank holidays)

Email: contactcentre@surreycc.gov.uk

A brief guide to the Moss Lane School complaints policy



Introduction

Moss Lane School endeavours to provide the best education possible for all of our pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without prejudice

In the first instance, concerns should be raised informally with the relevant member of staff, who will make time to talk to you and seek a solution. If you are not satisfied with this response, then the procedure outlined on pages 2 and 3 should be followed.

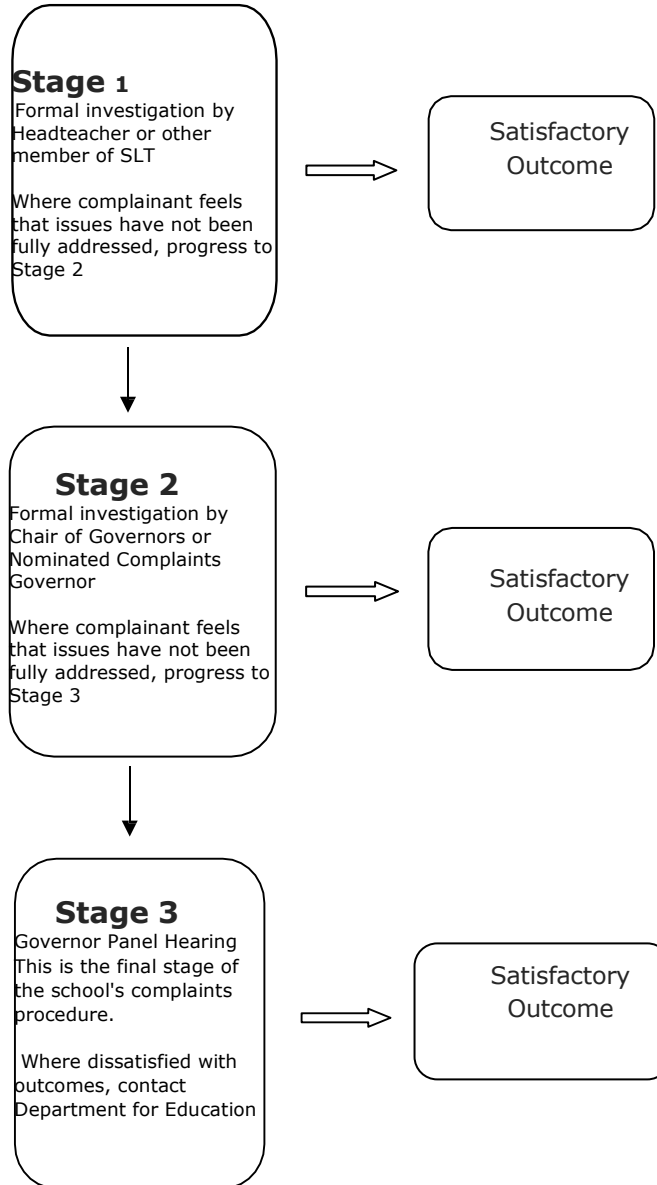
However, if your complaint relates to:

- Child Protection/Safeguarding
- Admission to School
- Pupil Exclusion
- Special Educational Needs and Disabilities (SEND)

Please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.

You can obtain a copy of the school's full complaints policy from the school office or website www.moss-lane.surrey.sch.uk

Stages of the Moss Lane School complaints procedure



Stage 1

Headteacher/SLT

Investigation

Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint. Complaint to be investigated and written response to be received by complainant within 15 days of receipt of the formal complaint.

Mediation

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.

Stage 2 Governor Investigation

If you believe your complaint has not been fully addressed at stage 1, you may request to move to stage 2. This request must be made within 10 days of the receipt of the outcome letter at stage 1. Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint. Complaint to be investigated and written response to be received by complainant within 15 days of receipt of the stage 2 formal complaint. Please complete the Stage 2 complaint form (available from the school office) and return it to the school office.

(3)

Stage 3 Governor Panel Hearing

If you believe that your complaint has not been fully addressed at stage 2, you may request to move to stage 3. This request must be made within 10 days of the receipt of the outcome letter at stage 2. Acknowledgement of receipt of request to escalate complaint to stage 3 to be sent within 5 days. Hearing to be held within 30 days of receipt of request to go to stage 3. Paperwork for Stage 3 hearing to be received from all parties at least 10 days before the hearing. Paperwork for Stage 3 hearing to be sent to all parties at least 5 days before the hearing. Outcome letter from panel to be received by complainant within 10 days of the hearing.