



Ifield Community College Complaints Procedure

Approved by Governing 1st March, 2018.

Date of next review March 2019

Signed: (Chair of Governors)

This is a staged approach which is designed to ensure that every effort is made to deal with complaints informally at school level, in partnership with the complainant. The formal stages should only be triggered in exceptional circumstances.

Stage One

This is the informal stage. It is important to note that the majority of issues should be resolved at this stage.

Discuss concerns informally with the relevant staff member. Complainants are advised to speak to the member of staff so everyone has a clear picture of the situation from all points of view.

Stage Two

If concerns remain unresolved, complaints should be referred in writing to the Principal. He/she will investigate the matter further and will inform the complainant either verbally or in writing the outcome of the investigation.

Email addresses for all staff are available on the school website
<http://www.ifieldcc.w-sussex>. Menu/Contact Us/Staff Contacts

Stage Three

Governors will only proceed at this stage if the complaint is made in writing to the Chairman of Governors and **only if all previous stages have been exhausted**. Complaints should be addressed to:

The Chair of Governors, c/o Ifield Community College, Crawley Avenue, Crawley, West Sussex RH11 0DB.

All such correspondence will be passed on to the Chair of Governors via the clerk to the governors. The Chair of Governors will decide whether to hold a meeting or to consider written evidence only. In either case, both parties will be treated equally. This is the final stage in the College's complaints procedure.

We would hope to resolve all complaints through this policy but if the complaint remains unresolved, we will signpost you to an appropriate body who will offer further support.

This policy complies with section 29 of the Education Act 2002.