



Sandwell Metropolitan
Borough Council

School
Compliments
and
Complaints
Procedure

*Advice to
Parents/Carers/Customers*



Tell us what you think

Introduction

This leaflet has been designed to give advice should you wish to pay a compliment to a school and to help you inform the school of any concerns you may have.

Making a Compliment

If you are happy with the actions of a school or a teacher, let us know, it's good to know when we have got it right. All compliments will be acknowledged and shared with staff.

Raising Concerns

General day to day concerns about school life (e.g. your child has paint on clothing or has not read for a week) should be raised with the class/subject teacher, or you can make an appointment to see the Head Teacher. Every effort will be made to resolve complaints informally before proceeding to the formal Complaints procedure.

Making a Formal Complaint

Stage One

A) Contact Head Teacher who will formally investigate your concerns and contact you to confirm the outcome of his/her enquiries.

10 school working days

B) If you remain dissatisfied contact the Chair of Governors in writing via the school or Governance Support. The Chair will respond or pass straight to Stage Two.

10 school working days



Stage Two

If you remain dissatisfied with the response, contact the Clerk of the Governing Body. The Governors complaints committee will hear the complaint and report their findings to you and the Head Teacher.

20 school working days



Stage Three


If you remain dissatisfied you can refer your concerns to the Local Education Authority. A Local Education Authority officer will investigate the process the school has followed and prepare a report for them.


15 school working days

Useful Addresses

Customer Relations
Sandwell Metropolitan
Borough Council
Sandwell Council House
Oldbury, B69 3DE
 0121 569 3032

Governance Support
Education and Lifelong
Learning
PO Box 41
Shaftesbury House
402 High Street
West Bromwich, B70 9LT

The Church of England
Diocese of Lichfield
St Mary's House
The Close
Lichfield, WS13 7LD
 01543 306040

The Church of England
Diocese of Birmingham
175 Harborne Park Road
Harborne
Birmingham, B17 0BH
 0121 426 0400

Roman Catholic Arch
Diocese of Birmingham
Diocesan School
Commission
61 Coventry Road
Coleshill
Birmingham, B46 3EA
 01675 430230