The Mill Primary School Governing Body

Complaints Policy (General: Other than parents/Pupils)

for Schools in West Sussex

Adopted by The Mill Primary: January 2011
to be reviewed January 2013

Status of the Policy

1. All maintained schools are required by law to have a published Complaints Procedure pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010).

Purpose

2. This Complaints Policy applies to any complaint relating to the school or the provision of facilities or services not covered under the Complaints Policy (Parents and Pupils), or any other prescribed right of appeal. The school and Governing Body aim to deal with all complaints openly, fairly, promptly and without prejudice. **In all cases, the West Sussex County Council procedure for dealing with complaints is followed. It is available on the school's website, or from the school office.**

Relationship with other policies

3. This Complaints Policy should be read in conjunction with the policy on Complaints (Parents and Pupils) and all other school policies in force at the relevant time.

Roles and responsibilities

4. The School Business Manager will deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the School Business Manager is unable to resolve the complaint, it will pass to the Headteacher. If the Headteacher is unable to resolve the complaint it will pass to the Governing Body. The Governing Body will deal with complaints about the Headteacher.

Arrangements for monitoring and evaluation

5. This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.