

How to make a Complaint

From time to time people will be unsure about something. We want to respond to people's concerns as quickly and effectively as possible. The information below sets out what you should do if you have a complaint as well as the procedures we will follow once you have contacted us.

<p>Stage 1 General Concerns</p>	<p>We expect all our staff to be able to respond to general concerns. Please feel able to contact them by phone, email or letter. It is not always possible for a particular member of staff to see you immediately if you arrive at the School without informing us first, although we will always do what we can to help you if you do.</p>
<p>Stage 2 More Serious Issues</p>	<p>Three of our colleagues take on additional responsibilities for aspects of school life. Some concerns may be best referred directly to them.</p> <ul style="list-style-type: none"> → Kate Bainbridge: Deputy Headteacher for Nenthead Primary Schools: All issues to do with teaching and learning including concerns about behaviour and bullying. → Claire Reed, Assistant Headteacher for Alston Primary School: All issues to do with teaching and learning including concerns about behaviour and bullying. All SEND issues. → Lindsey Chapman, Assistant Headteacher for Samuel King's School: All issues to do with teaching and learning including concerns about behaviour and bullying. <p>You should expect these people to begin to investigate your concerns within 48 hours of your first contacting them. It is likely that they will want to meet you to discuss your concerns face to face and they will complete a record of your complaint and the actions they have taken. You are entitled to a copy of this form.</p>
<p>Stage 3 Serious Concerns</p>	<p>All serious concerns should be referred directly to Sally Timmons. Acting Headteacher. The quickest way to inform her of an issue is by email to stimmons@alston.cumbria.sch.uk. Normally she will want to meet you as part of his investigation so that you can provide further information. She will set a target date within five working days of receiving your complaint for making her final response to it. You can expect to receive a letter detailing the nature of your complaint, the way it has been investigated and any actions that have resulted.</p>
<p>Stage 4 Involving the Governing Body</p>	<p>Your complaint may be about the Acting Headteacher or the way she has handled an issue you have raised. In this case you have the right to inform the Governing Body. You could ask the School to arrange for Ian Grey, Chair of Governors to contact you, you could write him a letter care of the School, or you could email him at chair@alston.cumbria.sch.uk. He may deal with your matter personally or delegate it to a Governors Panel consisting of three people who have not been directly involved in the matters detailed in the complaint; you may attend the Panel Meeting with a friend or representative. The Governing Body will endeavour to make a final written response to your complaint within 20 working days – please understand that sometimes investigations into serious matters can take time.</p>
<p>Stage 5 Going Beyond the School</p>	<p>You have the right to complain directly to the Local Authority if you remain dissatisfied with the way the School has dealt with your issues. Write to:</p> <p style="text-align: center;">John McIlwraith Corporate Director Children and Family Services Cumbria House 117 Botchergate Carlisle CA1 1RD</p>

You can be assured that all correspondence, statements and records of complaints are to be kept strictly confidential.