

## Further Information

### Further action

If the you feel that the Governing Body acted unreasonably in the handling of the complaint, you can complain to the Department for Education after the complaints procedure has been completed.

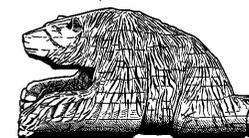
Ofsted will also consider complaints about schools. You can contact Ofsted if you think that a school isn't run properly and needs inspecting. Ofsted will not look into problems with individual students. This course of action is only available if the Busbridge Infant School Complaints Policy & Procedure has already been followed.

### Unreasonable complaints

For the definition of unreasonable complaints please see the Busbridge Infant School Complaints Policy & Procedure. If a complainant's behavior causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

**Busbridge Infant School**  
**Hambledon Road**  
**Busbridge**  
**Surrey GU7 1PJ**  
**01483 417898**

## A brief guide to the Busbridge Infant School Complaints Policy & Procedure



**\*Under review. New policy under development and will be updated following Surrey County Council guidance, due in Spring 2021**

### Procedural advice

For procedural advice please contact the Headteacher or Clerk to the Governing Body.

Advice is also available from Surrey County Council.

### Surrey County Council contact details

**Telephone: 03456 009 009**

(8am-6pm weekdays, excluding bank holidays)

**Email:** [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)

<p><b>Introduction</b></p> <p>Busbridge Infant School endeavours to provide the best education possible for all of its 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:</p> <ul style="list-style-type: none"><li>• Fairly</li><li>• Openly</li><li>• Promptly</li><li>• Without Prejudice</li></ul> <p>Busbridge Infant School operates a three stage formal complaints procedure (detailed overleaf). For more information please refer to the Busbridge Infant School Complaints Policy and Procedure documents (available on the school website).</p> <p>If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution.</p> <p>If you are not satisfied with this response and believe the issue has not been resolved, please use the three stage formal complaints procedure.</p>	<pre>graph TD; S1[Stage 1 Complaint formally investigated by Headteacher] --&gt; SO1[Satisfactory Outcome]; S1 --&gt; S2[Stage 2 Complaint formally investigated by Chair of Governors/Nominated Governor]; S2 --&gt; SO2[Satisfactory Outcome]; S2 --&gt; S3[Stage 3 Complaint reviewed by Complaints Review Panel]; S3 --&gt; SO3[Satisfactory Outcome];</pre> <p>However, if your complaint relates to:</p> <ul style="list-style-type: none"><li>• Child Protection/Safeguarding</li><li>• Admission to School</li><li>• Pupil Exclusion</li><li>• Special Educational Needs and Disabilities (SEND)</li></ul> <p>then 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.</p>	<p><b>Stage 1</b> Complaints should be expressed to the Headteacher in writing. The Headteacher will formally investigate and respond to your concerns in writing.</p> <p><b>Stage 2</b> If you remain dissatisfied following the response of the Headteacher at Stage 1, please complete the Stage 2 complaint form (available from the school office) and return it to the Chair of Governors (via the school office). The Chair of Governors/Nominated Governor will formally investigate and respond to your concerns.</p> <p><b>Stage 3</b> If you remain dissatisfied following the response of the Chair of Governors/Nominated Governor at Stage 2, please complete the Stage 3 complaint form (available from the school office) and return it to the Clerk to the Governing Body (via the school office). A Complaint Review Panel of three governors will be convened to review your complaint. You will be informed in writing of the outcome of the review.</p> <p><b>Mediation</b> In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.</p>
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