Further information

Further action

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

Ofsted will also consider complaints about schools. You can contact Ofsted if you feel that a school is not run properly and needs inspecting. Ofsted will not look into problems with individual students. This course of action is only available if the school complaints procedure has already been followed.

Unreasonable complaints

For the definition of unreasonable complaints please see the school's complaints policy. If a complainant's behaviour causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

All Hallows Catholic School
Weybourne Road
Farnham
Surrey GU9 9HF

01252 319211

www.allhallows.net

admin@allhallows.net

Procedural advice

For procedural advice please contact the Headteacher or Clerk to Governors.

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

Review date: June 2020

A brief guide to the All Hallows Catholic School Complaints Policy

All Hallows Catholic School

Introduction
All Hallows Catholic School endeavours to provide the best education possible for all of our 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:

- Fairly
- Openly
- Promptly
- Without prejudice

In the first instance, concerns should be raised informally with the relevant member of staff, who will make time to talk to you and seek a solution. If you are not satisfied with this response, then the procedure outlined on pages 2 and 3 should be followed.

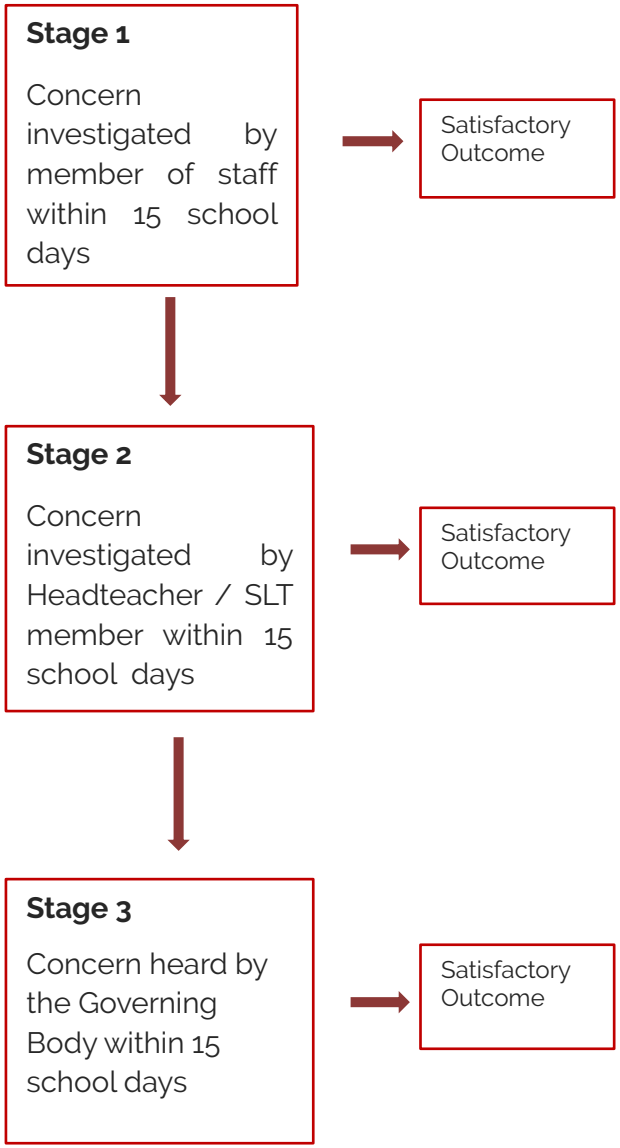
However, if your complaint relates to:

- Child Protection/Safeguarding
- Admission to School
- Pupil Exclusion
- Special Educational Needs and Disabilities (SEND)

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.

You can obtain a copy of the school's full complaints policy from the school office.

Stages of the All Hallows Catholic School complaints procedure



Stage 1
Concerns should be expressed via reception to the relevant member of staff, who will investigate and respond within 15 days.

Stage 2
If you remain dissatisfied, please raise your concerns via reception with the Headteacher or a member of the Senior Leadership Team (SLT,) who will investigate and respond to your concerns within 15 days.

Stage 3
If the Headteacher/ member of SLT has been unable to resolve the issues to your satisfaction, please write to the Clerk to Governors (care of the school address). A panel of three governors will be convened to review your complaint.

Mediation
In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.