



## **A Brief Guide to the West Hill School Complaints & Policy Procedure**

Policy Author	Surrey County Council model
Date Written	November 2017
Evaluated by Governors	November 2017
Governor Lead	Ray Marsh
Policy Review Date	November 2018
Review Responsibility	Judy Nettleton
Status and Review	Annually or when updates are received

## 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 West Hill School's Complaints Policy & Procedure has already been followed.

### Unreasonable complaints:

For the definition of unreasonable complaints please see the West Hill 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.

### West Hill School

Kingston Road  
Leatherhead  
Surrey KT22 7PW  
Tel: 01372 814714  
[office@west-hill.surrey.sch.uk](mailto:office@west-hill.surrey.sch.uk)  
Headteacher: Judy Nettleton MA

### 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)



## Introduction

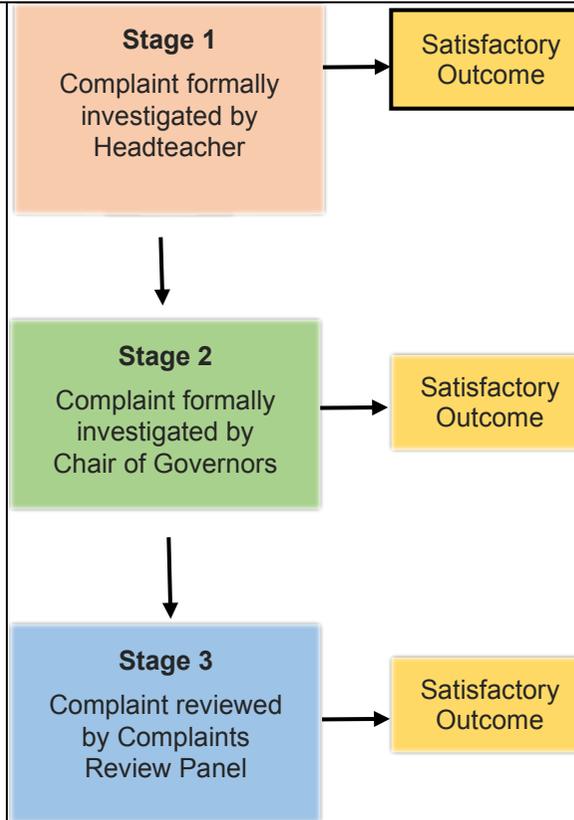
West Hill School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

West Hill School operates a three stage formal complaints procedure (detailed overleaf). For more information please refer to the West Hill School Complaints Policy and Procedure documents (available on the school website).

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.

If you are not satisfied with this response and believe the issue has not been resolved, please use the three stage formal complaints procedure.



However, if your complaint relates to:

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

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.

## Stage 1

Complaints should be expressed to the Headteacher in writing. The Headteacher (or delegated member of SLT) will formally investigate and respond to your concerns in writing.

## Stage 2

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 (or delegated governor) will formally investigate and respond to your concerns.

## Stage 3

If you remain dissatisfied following the response of the Chair of the Governors 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.

## Mediation

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