

Carrington School Complaints Procedure and Form

At Carrington we believe that only through a system which encourages openness and transparency can we best safeguard children, young people and staff. If you have a complaint, please fill out the details on this form and email or post it back to us. Our intention is to ensure we find a final, satisfactory resolution and the whole investigation should not take longer than fifteen school days in the first instance. Our final response will again be given in writing.

In cases of complaint:

Within 3 days from receipt of your written complaint, you will be contacted and given a reference number. (Please use this reference number in all correspondence in relation to your concern/complaint) If you have not heard from us, please call the school on the contact number below.

If you have raised a concern (informal complaint) with a member of staff and not happy with the response you are given, please fill out the attached form and send directly to the Headteacher who will carry out a full investigation and respond within 15 school days in writing whether the complaint is resolved in full or not.

If you are unhappy with the outcome from the Headteacher you can appeal against the decision in writing to the school who will forward to the Chair of Governors. The nominated Governor will endeavour to resolve your complaint within 15 school days.

If you are still unhappy you can contact the clerk to the Governors in writing. The clerk will acknowledge receipt of complaint within 5 school days and convene an appeals panel within 30 school days. At this stage, you, as the complainant, may attend the panel hearing and may also be accompanied by a friend

The relevant local authority will be informed about any formal complaint and may also be involved as the independent party on the appeals panel.

[\(Please read complaints policy for full process and procedure\)](#)

<p>Where to send your form Miss K Oakley Headteacher Carrington School Noke Drive Redhill, Surrey RH1 4AD 01737 764356</p>	<p>Other useful numbers: Childline: 0800 11 11 Frank: 0300 123 6600 Coram Voice: 0808 800 5792</p>
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