



# Complaints Policy and Procedure

*"We seek to develop the whole child within a Christian Ethos preparing them for a happy, healthy and fulfilled life ahead."*

Spring 2000

Curriculum Sub Committee 2.3.00

Full Governors 13.4.00

Review Staff Meeting 05/03/03

Curriculum Sub- Committee 20/03/03

Full Governors 25/03/03

For review Spring 2007

To staff January 2007

To Curriculum Sub Committee March 2007

To Full Governors March 2007

To Full Governors 17<sup>th</sup> January 2012

For review 2016

## **Complaints Procedures in Church of England Schools**

1 Parents with a complaint should first address this to the Head teacher.

2 Parents with a complaint about the Head teacher should first address this to the school's governing body. The Governing Body will then follow the relevant LEA Complaints procedures.

The procedure is outlined in a separate document entitled: "Complaints Policy Procedure" which should be read in conjunction with this document.

When all the steps outlined in "Complaints Policy Procedure" have been exhausted, the next step would normally be to complain to the Diocesan Bishop. However the Bishop of Lincoln has delegated the responsibility for such complaints to The Diocesan Board of Education, and these should be addressed to The Diocesan Director of Education as Secretary to the Board.

The final court of appeal in such matters is The General Synod Board of Education. The address of The General Secretary of the GSBE, is:

Church House  
Great Smith Street  
Westminster  
LONDON SW1P 3NZ