



Sandwell Metropolitan  
Borough Council

School  
Compliments  
and  
Complaints  
Procedure

*Advice to  
Parents/Carers/Customers*



# Tell us what you think

## *Introduction*

This leaflet has been designed to give advice should you wish to pay a compliment to a school and to help you inform the school of any concerns you may have.

## *Making a Compliment*

If you are happy with the actions of a school or a teacher, let us know, it's good to know when we have got it right. All compliments will be acknowledged and shared with staff.

## *Raising Concerns*

General day to day concerns about school life (e.g. your child has paint on clothing or has not read for a week) should be raised with the class/subject teacher, or you can make an appointment to see the Head Teacher. Every effort will be made to resolve complaints informally before proceeding to the formal Complaints procedure.

# Making a Formal Complaint

## Stage One

A) Contact Head Teacher who will formally investigate your concerns and contact you to confirm the outcome of his/her enquiries.

10 school working days

B) If you remain dissatisfied contact the Chair of Governors in writing via the school or Governance Support. The Chair will respond or pass straight to Stage Two.

10 school working days



## Stage Two

If you remain dissatisfied with the response, contact the Clerk of the Governing Body. The Governors complaints committee will hear the complaint and report their findings to you and the Head Teacher.

20 school working days



## Stage Three


If you remain dissatisfied you can refer your concerns to the Local Education Authority. A Local Education Authority officer will investigate the process the school has followed and prepare a report for them.


15 school working days

# Useful Addresses

Customer Relations  
Sandwell Metropolitan  
Borough Council  
Sandwell Council House  
Oldbury, B69 3DE  
 0121 569 3032

Governance Support  
Education and Lifelong  
Learning  
PO Box 41  
Shaftesbury House  
402 High Street  
West Bromwich, B70 9LT

The Church of England  
Diocese of Lichfield  
St Mary's House  
The Close  
Lichfield, WS13 7LD  
 01543 306040

The Church of England  
Diocese of Birmingham  
175 Harborne Park Road  
Harborne  
Birmingham, B17 0BH  
 0121 426 0400

Roman Catholic Arch  
Diocese of Birmingham  
Diocesan School  
Commission  
61 Coventry Road  
Coleshill  
Birmingham, B46 3EA  
 01675 430230