

# COMPLAINTS ABOUT SCHOOLS

Complaints about schools are governed by the Education Act 2002.

## HOW TO COMPLAIN

### 1. Complaints about the internal management of a school

By law each school governing body has to have its own complaints procedure and they are responsible for investigating and responding to complaints about the internal management of their school. Most schools will adopt the following complaint procedure.

- **Informal complaint**

*If you are worried about anything to do with your child's learning, the class teacher or head of year is the best person to speak to.*

- **Stage 1**

*If the teacher you speak to wasn't able to help or you are not satisfied with the response given, you should put your complaint in writing to the head teacher. If your complaint concerns the head teacher go directly to Stage 2.*

- **Stage 2**

*If the head teacher is unable to resolve the issue, your complaint can then be raised with the chair of governors. The name of the chair and address can be obtained from the school office.*

- **Stage 3**

*If you remain dissatisfied you can then escalate your complaint to the Department for Education and beyond that to the Parliamentary and Health Service Ombudsman via a Member of Parliament. More information on how to do this can be found on the following website: [www.gov.uk/complain-about-school](http://www.gov.uk/complain-about-school)*

### 2. Local Authority Complaints

The Local Authority deals with complaints which are education related but not usually about a specific school such as the provision of the national curriculum, school admission appeals, exclusions, etc.

- **Informal complaint**

*Please speak to officers dealing with your case and discuss your concerns with them.*

- **Stage 1**

*If your concerns cannot be resolved by an Officer you should submit your complaint in writing either by post to the Complaints and Service Improvement Team, London Borough of Hillingdon, 2S/08 Civic Centre, High Street, Uxbridge, UB8 1UW or by e-mail to [complaintsmailbox@hillingdon.gov.uk](mailto:complaintsmailbox@hillingdon.gov.uk) or by using the online complaint form: [www.hillingdon.gov.uk/complaints](http://www.hillingdon.gov.uk/complaints). The*

*Council will acknowledge your complaint and aim to respond to you within 10 working days.*

- **Stage 2**

*If you are not satisfied with the outcome of your complaint, you can ask for your complaint to be escalated to Stage 2. Please say why you are dissatisfied and what further action you expect. The Council will acknowledge your complaint and aim to send you a written response within 10 working days.*

- **Stage 3**

*If you are not satisfied with the response at Stage 2, you can ask for your complaint to be escalated to Stage 3. Please say why you are dissatisfied and what further action you expect. The Council will acknowledge your complaint and aim to send you a written response within 15 working days.*

- **Local Government Ombudsman**

*If you are dissatisfied with the response at Stage 3, you are entitled to escalate your complaint to the Local Government Ombudsman (LGO). You can do this in writing to the LGO at P O Box 4771, Coventry CV4 0EH. They can also be contacted by telephone on 0300 061 0614.*