The Mead Infant and Nursery School Complaints Process



We try hard to provide the best education possible for all our pupils. We welcome feedback and accept that not all of this will be positive.

If we have fallen short of your expectations, please come direct to us in the first instance, rather than approach a third party, so that we can work together to resolve your concern quickly and effectively.

Our Complaints Policy can be found on our website

Here is a summary of the process:

Informal

- Contact someone at school a class teacher, year leader, a member of the School Leadership Team or the headteacher*
- Talk to them about your complaint they will ask you what you would like to happen and talk about how they will investigate the issue
- Hear back after the investigation once the school has investigated, they will contact you
 again with what they have found out and what they propose to resolve it. This will happen
 within 15 days
- Next steps if you are not satisfied with the outcome, progress to stage 1

Stage 1

- Make a formal complaint to the headteacher*- use our complaint form (see below) to give them the information they need investigate your complaint further
- Work with them so they understand your complaint they will clarify why you remain unsatisfied, try to resolve the complaint but also explain how they will investigate your complaint further
- Hear back after the investigation once the headteacher has investigated, they will contact you with the outcome. This will happen within 15 days
- Next steps if you are still not satisfied, move to stage 2

Stage 2

- Make a formal complaint to the governors' Complaints Committee use our stage 2 complaint form to give them the information they need to understand your complaint. The details of the Complaints Committee and its meeting are in our Complaints Policy. You will be asked to send them evidence to support your complaint, and probably to attend their meeting
- Hear back from the committee following its investigation after the committee has met, they will contact you with the outcome. This will happen within 40 days
- This is the final stage of the school's complaints procedure

Here are the contact details you will need to make a complaint. If you would like help, please contact the school office team who will arrange this for you.

The Mead Infant and Nursery School Cudas Close, Newbury Gardens, Epsom KT190QG 020 8393 0966 office@mead.surrey.sch.uk Headteacher's name: Tracy Creasey

Contact email address: office@mead.surrey.sch.uk

Chair of Governor's name: Natalie Rogers

Contact email address: nrogers@mead.surrey.sch.uk

^{*} If your complaint is about the headteacher or governors, the complaints policy tells you who to contact.

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Stage 1 Formal Complaint Form

Please complete and return to the headteacher via the school office. If your complaint is about the headteacher or an individual governor, please return to the Chair of Governors via the school office. If your complaint is about the Chair of Governors or the Local Governing Committee, please return to the Chief Executive Officer via the Clerk to the Local Governing Committee.

Name			
Name of pupil, year relationship to them (w			
Address			
Telephone (Day)		Telephone (Mobile)	
Email Address			
Please give details of yo	our complaint, including w	hether you have spoken to ar	ybody at school about it.
What actions do you fe	el might resolve the probl	em at this stage?	
,			
Please give details of ar	ny paperwork you are atta	ching.	
Signed:		Date:	
Official use			
Date received:		Signed:	
Date acknowledgement sent	e acknowledgement sent: By whom:		

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Complaint referred to: Date:	Complaint referred to:
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