

# Complaints



Date: September 2016

Review Date: September 2017



## Durand Academy Complaints Procedure for Parents and Carer

We endeavour to ensure that every child at Durand receives the very best in terms of education and pastoral care. Your comments and concerns are of critical importance as part of our ongoing commitment to high standards. As such, please find below Durand's official complaints procedure, which has been carefully designed to address any issues you might have, both swiftly and to everybody's satisfaction.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/489056/Best\\_Practice\\_Advice\\_for\\_School\\_Complaints\\_2016.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/489901/Parental\\_Responsibility\\_Advice\\_for\\_School\\_January\\_2016.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489901/Parental_Responsibility_Advice_for_School_January_2016.pdf)

If you have any concerns or complaints, we request you follow the procedure set out below:

- 1) In the first instance, please make an appointment to speak with your child's Class Teacher. Every effort will be made to see you as soon as practically possible, and certainly within 24 hours
- 2) If your concern is about your child's teacher, or you do not feel the Class Teacher has adequately addressed the issue, please make an appointment with your child's Year Group Leader (see managerial contacts list below)
- 3) If your concern is about your child's Year Group Leader, or you do not feel your Year Group Leader has adequately addressed the issue, please make an appointment with the appropriate Assistant Head (see managerial contacts list below)
- 4) If all of the above steps have failed to satisfy your concern, please make an appointment with the Headteacher.
- 5) If your concern still remains following your meeting with the Headteacher, we ask that you put your concern into writing for the Governing Body to consider, verifying that you have been through all of the above steps in the complaints procedure. Please address this letter to the Chair of the Governing Body, marked Private and Confidential. Upon receipt of any such letter, a member of the Governing Body will respond to you within 48 hours, advising you of the outcome of any investigation undertaken by Governors, or what further action the Governors intend to take.
- 6) Following liaisons with the Governing Body, if your concern remains unresolved, you have the right to go to an independent panel for final resolution.

We believe this simple and comprehensive complaints procedure will provide parents and carers with maximum opportunity to raise any concerns or issues you might have, in order to address them both swiftly and effectively.



## **Managerial Contacts list:**

Below is a list of Year Group Leaders and Assistant Heads, relevant for each year in the school:

- Nursery– Ms. Glenshaw: Year Group Leader
- Reception - Ms. Pickard: Year Group Leader and Assistant Head for Early Years
- Year 1 – Ms. Nasir: Year Group Leader
- Year 2 – Ms. Russell: Year Group Leader
- Year 3 – Ms Kemp Year Group Leader
- Year 4 – Mr. Hadley: Year Group Leader
- Year 5 – Mrs. Hinder: Year Group Leader
- Year 6 – Mr. Brown: Year Group Leader and Assistant Head
- Year 7, 8 & 9 – Ms. Irving Year Group Leader
- Boarding School – Deputy Headteacher: Ms. Whyte

