



# St Peter's Roman Catholic Primary School. (Taken from borough guidelines)

## School complaints procedure

Changes in the law have now put most of the responsibility for dealing with complaints in the hands of the Head Teachers of schools or the School Governors. Additionally, the Local Government Ombudsman can now investigate school complaints.

This section explains how you should proceed if you wish to make a complaint about a school.

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## How to proceed

Schools complaints procedures generally have 3 in-school stages:

### Stage 1

Complaint heard by staff member (although not if they are the subject of the complaint)

Timescale for response: 10 working days from receipt of complaint

### Stage 2

Complaint heard by Head Teacher

Timescale for response: 10 working days from receipt of complaint

### Stage 3

Complaint heard by Governing Body's Complaints Appeal Panel

Timescale for response: 20 working days from receipt of complaint

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## Stage 1

In the first instance, contact the school to discuss your problem or complaint. The School Office will be able to assist you in making arrangements to see class teachers and senior members of staff.

In most cases your complaint will be dealt with to your satisfaction at this stage without the need to resort to a formal complaint.

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## Stage 2

If the initial discussions do not resolve your complaint, then you may use stage 2 of the school's formal complaint procedure by raising your complaint with the Head Teacher.

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## Stage 3

However, if this still does not resolve the matter and you wish to take your complaint further; contact the Chair of the Governing Body for the school, either via the school or by sending your complaint to:

**Governors' Support  
Children's Services  
Roycraft House  
15 Linton Road  
Barking  
IG11 8HE**

Stage 3 is the last step of the process that is managed within the school or school governing body. If your problem/complaint remains unresolved after stage 3, then you may raise your complaint with the Local Government Ombudsman.

This is the fourth and final stage of the complaints process.

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## Stage 4

Please put your concerns directly to the Local Government Ombudsman:

The Local Government Ombudsman Advice Team can be contacted on 0300 061 0614 or 0845 602 1983.

All details can be taken by phone instead of in writing. The Local Government Ombudsman welcomes calls from textphone users using Type Talk.

More detailed information about the Local Government Ombudsman service and on online complaint form may be found at the [Local Government Ombudsman website](#).

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## Other contact details

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Fax: 024 7682 0001

Text 'call back': 07624 804 299

Write to:  
The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

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## **Vexatious complaints**

There will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied.

If the complainant tries to reopen the same issue, the Chair of the Governing Body is able to inform them in writing that the procedure has been exhausted and that the matter is now closed at school level.

This does not preclude a complaint being escalated to Stage 4. The Local Government Ombudsman Service will make an independent judgement about each case.

### **Contact**

School Complaints

C/o Civic Centre

Dagenham

RM10 7BN

Phone: 020 8215 3004

Fax: 020 8227 5184

Email: [3000direct@lbbd.gov.uk](mailto:3000direct@lbbd.gov.uk)