

Marlborough School welcomes feedback on the services it provides: we encourage complaints because if we are doing anything wrong we want to learn from mistakes and put things right as soon as we can.

1 Informal Complaints

If you find that you need to make a complaint, please speak in the first instance to your child's class teacher. Having spoken with a teacher you may wish to refer the matter to the headteacher. This is still an informal complaint as most enquiries and concerns can be dealt with satisfactorily through informal meetings and discussions. Although there is no recommended timescale at this stage any such complaint would normally be resolved within 5 school days.

2 Formal Written Complaints

If the headteacher is unable to resolve your matter or he is the subject of your complaint you will need to complete the school's complaint form. This should be sent in a sealed envelope addressed to the 'Chair of Governors' and marked '*Private and Confidential – Complaint*', care of the school office. (Please keep a copy of this form and all other relevant correspondence).

All formal complaints will be acknowledged within 5 school days of receipt. The Chair of Governors may invite you to a meeting to clarify your concerns and to explore possible solutions. If you accept this invitation, you may ask to be accompanied by a friend to assist in explaining the nature of your concerns. It is possible that your complaint will be resolved at this stage through a meeting with the headteacher. If not, arrangements will be made for the matter to be fully investigated. This would normally be completed within 15 school days and, when it has been completed, you will be informed in writing of its conclusion.

3 Complaints Review Appeal

If you are unhappy about the outcome of the complaint you may request that the governing body reviews the process followed by the school. You will need to complete the school's complaints review request form and send it addressed to the '*Clerk to the Governing Body*' and marked '*Private and Confidential – Complaint*', care of the school office. Any such request must be made within 10 school days of receiving notice of the outcome and will need to include a statement specifying any perceived failures to follow the procedure.

A new panel of 3 members of the governing body will then review the evidence and the school's management of the complaint usually through an assessment of the written submissions, but with sympathetic consideration of any requests for oral representation. Reviews will usually take place within 10 school days of receipt of your request.

If, following this procedure you consider that the school has not investigated the complaint in a fair and reasonable manner, you can ask that Cornwall's Children's Services Authority review the handling of the complaint. The address for writing is: *Director of Children, Schools & Families, New County Hall, Truro, Cornwall, TR1 3AY*. Please note that the authority's review will not investigate the original complaint.

Confidentiality and Professionalism

All decisions are confidential to the complainant and to the governing body.

Please note that governors must not discuss and cannot investigate complaints outside this procedure. Nor can anonymous complaints be examined under a complaints procedure.