

### **Further Information**

#### **Further action**

Ofsted will also consider complaints about schools. You can contact Ofsted if you think that a school isn't run properly and needs inspecting. Ofsted will not look into problems with individual students. This course of action is only available if the **Manby Lodge School Complaints Procedure** has already been followed.

#### **Unreasonable complaints**

For the definition of unreasonable complaints please see the **Manby Lodge School Complaints Procedure**. If a complainant's behaviour causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

### **School contact details**

Manby Lodge Infant School  
Princes Road  
Weybridge  
KT13 9DA

**Telephone:** 01932 851848

**School website:**  
<http://www.manbylodge.co.uk>

### **Surrey County Council contact details**

**Telephone:** 03456 009 009  
(8am-6pm weekdays, excluding bank holidays)

**Email:**  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)



**A brief guide to the  
Manby Lodge Infant School  
Complaints Procedure**

## Introduction

Manby Lodge Infant School endeavours to provide the best education possible for all its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without prejudice

Most concerns can be addressed without resorting to the formal procedure.

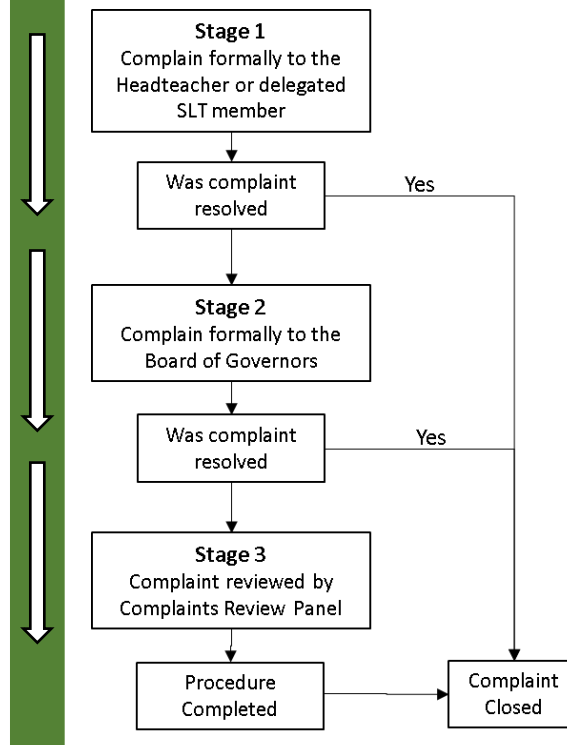
Where you have a concern about any aspect of the school, including your child's education or wellbeing, raise this with your child's class teacher via telephone, email or in person. He/she may be able to address your concerns straight away, or arrange a meeting with you to discuss the issue.

If you are **not satisfied with this response** and believe the issue has not been resolved, please speak to the Year Group Leader or to the Deputy Headteacher. If appropriate your concern will be forwarded to the Headteacher. If you are still not satisfied with the response, then please use the three stage formal complaints procedure.

The **Manby Lodge Complaints Procedure** document is available on the school website or from the school office.

Concerns raised with school through informal meetings with class teacher and / or Senior member of staff.

## Formal Complaints Process



If your complaint relates to:

- Child Protection/Safeguarding
- Admission to School
- Pupil Exclusion
- Special Educational Needs & Disabilities (SEND)

then please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.

## Further Details of Complaints Process

### Formal Complaint - Stage 1

Complaints should be made to the Headteacher in writing. The Headteacher, or delegated member of School Liaison Team (SLT) will formally investigate and respond to your concerns in writing.

### Formal Complaint - Stage 2

If you remain dissatisfied following the response of the Headteacher at Stage 1, please complete the Stage 2 complaint form (available from the school office) and return it to the Chair of Governors, via the school office. The Chair of Governors (or delegated governor) will formally investigate and respond to your concerns.

### Formal Complaint - Stage 3

If you remain dissatisfied following the response of the Nominated Governor at Stage 2, please complete the Stage 3 complaint form (available from the school office) and return it to the Clerk to the Governing Body, via the school office. A Complaints Review Panel of three governors will be convened to review your complaint. You will be informed in writing of the outcome of the review.

### Mediation

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.