



COMPLAINTS POLICY

The Northway ethos is based around ensuring the children in the school feel safe and feel happy and are treated with respect and dignity at all times.

We will involve you with your child's education at all times and work with you on issues that arise as your child progresses through the school. We will inform you of any accidents and incidents that occur in school, give you the context of the accident/incident and where appropriate to do so we will put strategies in place to try and ensure there is not a repeat.

However if you feel that you have a significant concern that we have not dealt with you may feel it necessary to make a complaint and this policy outlines the procedures you need to take should you want to take this course of action.

GENERAL COMPLAINTS

- Make an appointment to discuss the issue with class teacher and class team.

If you feel the issue is still unresolved:

- Make an appointment to discuss the issue with a member of the Senior Management Team.
Carol Levy, Simon Metcalf, Danielle Barker, Helen Rossi

If you feel the issue is still unresolved:

- Submit a formal complaint in writing to the Headteacher,
Lesley Burgess.
You will receive a written response within 10 working days.

If you feel the issue is still unresolved:

- Submit a formal complaint in writing to the Chair of the Governing
Body, Matt Dreisin.
You will receive a written response within 10 working days.
A panel of up to 3 governors will be held as soon as practicable.
Documentation will be circulated prior to the meeting and the panel will listen to evidence
from everyone involved.

If you feel the issue is still unresolved:

- You have the right to make a formal complaint in writing to the Director of Education at Barnet Council.

OTHER COMPLAINTS

- If your complaint is about the Headteacher, submit your complaint in writing to the Chair of the Governing Body, Matt Dreisin.
- If your complaint is about a member of the governing body, submit your complaint in writing to the Chair of the Governing Body, Matt Dreisin.
- If your complaint is about the Chair of the Governing Body, submit your complaint in writing to the Learning Network Inspector for West Locality at North London Business Park, Oakleigh Road South, London N11 1NP.
- If you consider that the governing body is acting unreasonably or is failing to carry out its statutory duties properly, please contact the Secretary of State for Education and it will be referred to the SCU (School Complaints Unit).

All complaints will be handled with full respect for confidentiality.

All complaints will be considered and resolved as quickly and as efficiently as possible. We will keep you informed of the timescales expected for a response at all stages of the process. Written records will be kept at all stages of the process and of the final outcome.

During the complaints procedure we ask that you:

- Treat all those involved in the process with respect.
- Work with us to find a satisfactory conclusion to the complaint.
- Respond promptly to any requests you may receive for information or clarification.
- Attend on time any meetings you have been requested to attend.
- Ask for any assistance you require.

This policy will be reviewed every three years.

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