

## Further Information

### Further action

If the you feel that the Governing Body acted unreasonably in the handling of the complaint, you can complain to the Department for Education after the complaints procedure has been completed.

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 Holy Trinity Pewley Down Complaints Policy & Procedure has already been followed.

### Unreasonable complaints

For the definition of unreasonable complaints please see the Holy Trinity Pewley Down Complaints Policy & Procedure. If a complainant's behavior causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

### Infant School

Pewley Down School,  
Semaphore Road,  
Guildford,  
Surrey,  
GU1 3PT

**Telephone:** 01483 570038

**Email:** [info@htpd.surrey.sch.uk](mailto:info@htpd.surrey.sch.uk)

### Junior School

Holy Trinity School,  
Addison Road,  
Guildford,  
Surrey,  
GU1 3QF

**Telephone:** 01483 539033

**Fax:** 01483 451227

**Email:** [info@htpd.surrey.sch.uk](mailto:info@htpd.surrey.sch.uk)

### Procedural advice

For procedural advice please contact the Headteacher or Clerk to the Governing Body on one of the numbers above.

Advice is also available from Surrey County Council.

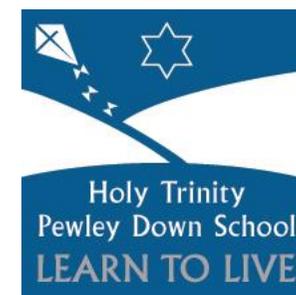
### Surrey County Council contact details

**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 Holy Trinity Pewley Down Complaints Policy & Procedure



## Introduction

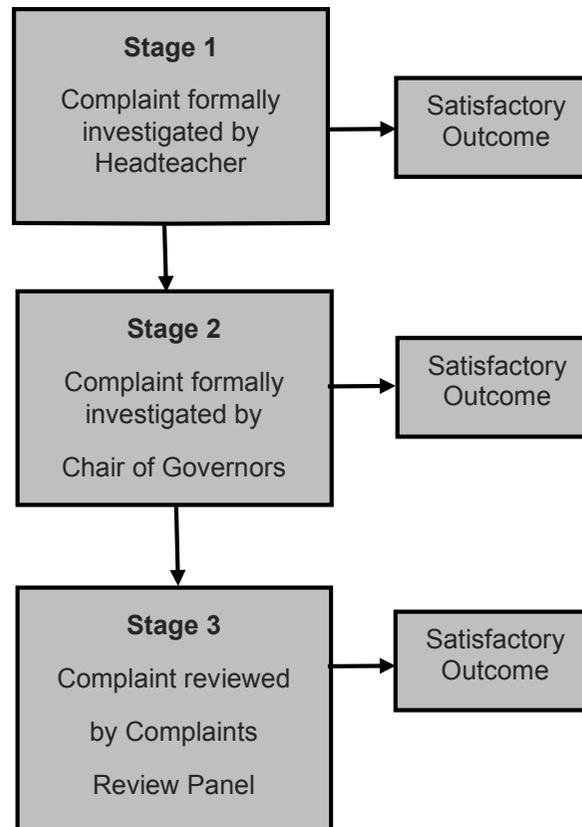
Holy Trinity Pewley Down endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school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

- Fairly
- Openly
- Promptly
- Without Prejudice

Holy Trinity Pewley Down operates a three stage formal complaints procedure (detailed overleaf). For more information please refer to the Holy Trinity Pewley Down Complaints Policy and Procedure documents (available on the school website).

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution.

If you are not satisfied with this response and believe the issue has not been resolved, please use the three stage formal complaints procedure.



## Stage 1

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

## 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.

## Stage 3

If you remain dissatisfied following the response of the Chair of the Governors 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 Complaint 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.