



## Ash Manor School

# Complaints Procedure and Policy

<b>Governors' Committee Responsible:</b>	FGB
<b>Nominated Lead Member of Staff:</b>	Headteacher
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## Ash Manor School Complaints Policy

Ash Manor school endeavours to provide the best education possible for all of its students in an open transparent environment. We welcome any feedback that we receive from parents, students 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

In order to do so, the governing body of Ash Manor School has approved the following procedure which explains what you should do if you have any concerns about the school.

### **Who can make a complaint?**

This complaints procedure is not limited to parents or carers of children that are registered at the school and anyone may make a complaint to Ash Manor School about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

### **The difference between an informal concern and a formal complaint**

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint’s procedure. Ash Manor School takes concerns and complaints seriously and will make every effort to resolve the matter as quickly as possible.

### **How to raise an informal concern**

An informal concern can be raised in person, in writing or by telephone. It may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns are informal and should be raised initially with either the class teacher, Head of House or Headteacher.

If you have difficulty discussing a concern with a particular member of staff, or they feel unable to deal with your concern, they will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

### **How to raise a formal complaint**

If the issue remains unresolved, the next step is to make a formal complaint using the complaint form contained within this policy. If you require assistance with completing the form, please contact the school office.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at a later stage of the procedure.

A template complaint form is included at the end of this procedure, for use at any stage of the procedure as required. You can also ask a third-party organisation such as the Citizens Advice to help you. Further details about the process are set out below.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

### **Anonymous complaints**

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

### **Time scales**

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

### **Complaints received outside of term time**

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

### **Audio or video evidence**

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings. In line with Department For Education (DfE) guidance, we do not normally accept electronic recordings as evidence when we are asked to consider a complaint. Unless exceptional circumstances apply, we will not accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

**Deviation from the procedure**

There may be occasions when it is necessary or reasonable to deviate from the published Complaints Procedure. In these cases, the complainant will be kept informed and reasons for the deviation given.

### Scope of this Complaints Procedure

This Procedure covers all complaints about any provision of facilities or services by Ash Manor School other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<p>Admissions to schools</p> <p>Statutory assessments of Special Educational Needs</p> <p>School re-organisation proposals</p>	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with Surrey County Council.</p> <p><a href="https://www.surreycc.gov.uk/schools-and-learning/schools/admissions">https://www.surreycc.gov.uk/schools-and-learning/schools/admissions</a></p>
<p>Matters likely to require a Child Protection Investigation</p>	<p>If your complaint relates to a Child Protection Investigation, you can contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Surrey Children’s Single Point of Access (C-SPA) on 0300 470 9100.</p> <p><a href="https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services">https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services</a></p>
<p>Exclusion of children from school</p>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a>.</p> <p><a href="https://www.ashmanorschool.com/uploads/1/0/3/6/103623792/ams-behaviour_policy_march_2019.pdf">https://www.ashmanorschool.com/uploads/1/0/3/6/103623792/ams-behaviour_policy_march_2019.pdf</a></p>
<p>Whistleblowing</p>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>.</p> <p>Volunteer staff who have concerns about our school should complain through the school’s complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
<p>Staff grievances</p>	<p>Complaints from staff will be dealt with under the school’s internal grievance procedures.</p>
<p>Staff conduct</p>	<p>Complaints about staff will be dealt with under the school’s internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
<p>Complaints about services provided by other providers who may use school premises or facilities</p>	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.</p>
<p>National Curriculum - content</p>	<p>Please contact the Department for Education at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a></p>

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against Ash Manor School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

### **Resolving complaints**

At each stage in the procedure, Ash Manor School wants to resolve the complaint. We will acknowledge whether the complaint is not upheld, or upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

### **Withdrawal of a Complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

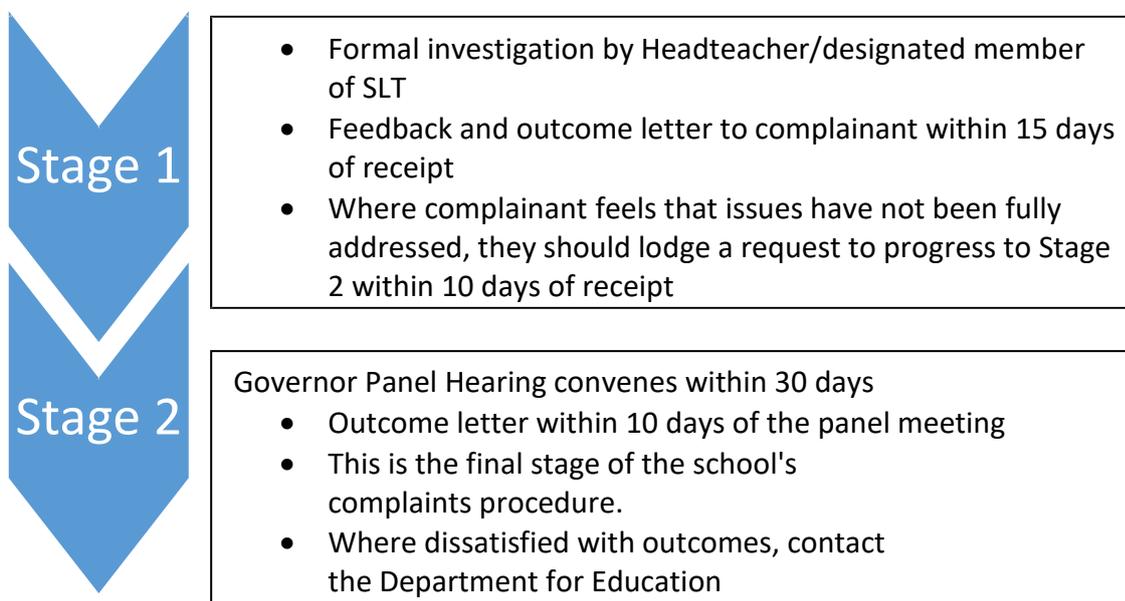
### **Concerns**

Timeline for response

- Acknowledgement of receipt of concern to be sent within 2 days of concern being raised
- Concern to be investigated and verbal or written response to be received 10 days of receipt.

## Formal complaints

Summary of timeline for formal complaints



### Stage 1 Headteacher or member of the senior leadership team Investigation - Summary

- The complainant makes a formal complaint
- Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 15 days of receipt of the formal complaint.

### Stage 2 Governor Panel Hearing

- If the complainant believes that their complaint has not been fully addressed at stage 1, they may request to move to stage 2. This request must be made within 10 days of the receipt of the outcome letter at stage 1.
- Acknowledgement of receipt of request to escalate complaint to stage 2 to be sent within 5 days.
- Hearing to be held within 30 days of receipt of request to go to stage 2.
- Paperwork for stage 2 hearing to be received from all parties at least 10 days before the hearing.
- Paperwork for stage 2 hearing to be sent to all parties at least 5 days before the hearing.
- Outcome letter from panel to be received by complainant within 10 days of the hearing.

**Note: In all cases, timescales refer to school days so exclude weekends, school holidays and INSET days.**

### **Stage 1 – Headteacher or member of the senior leadership team investigation**

Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the school office. This may be done in person, in writing (preferably on the Complaint Form which can be found at Appendix 1). The form is useful as it ensures that relevant information is communicated at the outset.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 3 days.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

*Note: The Headteacher may delegate the investigation to another member of the school's senior leadership team (SLT) but not the decision to be taken.*

During the investigation, the Headteacher (or SLT member) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within 15 days of the date of receipt of the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Ash Manor School will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint if they believe it has not been fully addressed at this stage.

If the complaint is about the Headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.

Complaints about the Headteacher or member of the governing body must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 1 will be considered by an independent investigator appointed by the governing body. At the conclusion of their investigation, the independent investigator will provide a formal written response.

## **Stage 2 – Panel Hearing**

If the complainant does not believe that their complaint has been fully addressed at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2. This consists of a Panel with at least three governors who were not directly involved in the matters detailed in the complaint or in any previous investigation of this matter.

The Panel will decide whether to deal with the complaint by inviting parties to a Hearing or through their consideration of written representations, but in making their decision they will be sensitive to the complainant's needs.

The governors will decide amongst themselves who will act as Chair of the Panel. If there are fewer than three governors from the School available, the Clerk will source any additional independent governors in order to make up the Panel.

This is the final stage of the school's complaints procedure.

## **Timeline**

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within **10 days** of receipt of the Stage 1 response. Requests received outside of this time frame will only be considered if exceptional circumstances apply and are explained to the Clerk at the same time that the request for a Stage 2 Hearing is made.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **5 days**.

The Clerk will write to the complainant to offer them three dates for a Hearing. They will aim to convene a Hearing within **30 days** of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed. If the complainant rejects the offer of three proposed dates, without good reason the Clerk will decide when to hold the Hearing. In this case the Panel will meet, with the Clerk in attendance and the Area Schools Officer will be invited to attend. The panel will consider the complaint on the basis of written submissions from both parties, if neither party can be present.

At least 15 days before the Hearing, the Clerk will:

- confirm and notify both parties of the date, time and venue of the meeting, ensuring that as far as possible, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible, and
- inform both parties that copies of any further evidence should be submitted to the clerk at least 10 days before the meeting. Any evidence submitted after this, including on the day of the hearing, will only be considered in exceptional circumstances with the agreement of the panel, whose decision is final, and
- any other information relevant to the Hearing

Any written material will be collated and circulated by the clerk to all parties so that it is received at least 5 days before the date of the Hearing. The Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The Panel Hearing will consider the complaint as was submitted at stage 1. Any new issues will need to be dealt with as part of a separate complaint procedure.

The Panel will not only consider the handling of the complaint at the previous stages, but will also consider those aspects of the original complaint which the complainant believes have not been fully addressed.

### **Attendees at the Hearing**

The Clerk will invite the following parties:

- a panel of three governors, one or more of whom may be independent of the school
- the complainant
- the Headteacher
- investigating member of SLT (if relevant and/or appropriate)
- relevant witnesses
- Area Schools Support Service representative (procedural advice) (if relevant and/or appropriate).

The complainant may ask to be accompanied to the Hearing by a supportive companion, interpreter or advocate. This can be a relative or friend. It is not advisable for this person to be a member of the school community, for reasons of confidentiality and to avoid conflict of interest. The complainant must advise the Clerk to the Panel of the name and role of this additional person prior to the hearing, and the Clerk will seek agreement from the chair of the Panel. If the additional person is attending as an advocate, they will be presenting the complainant's case and speaking on their behalf, and therefore the complainant will not be able to address the Panel directly. If the additional person is attending as a supportive companion they will not be able to address the Panel directly.

As this is not a legal process, neither the complainant nor the School may bring legal representation with them except in exceptional circumstances, by prior agreement of the Panel. The Panel may seek legal advice if they deem it to be relevant and/or appropriate. If the attendance of any students is requested by either party at the Hearing, the Panel will decide as to whether it is in their best interests to attend part of the Hearing and if so, will seek their informed consent, which may include seeking parental consent if the student is not deemed competent (usually under the age of 12). In all cases in which a student attends such a hearing, extra care will be taken to consider the vulnerability of minors. The Panel will respect the views of the child/young person. The welfare of the child/young person is paramount.

Representatives from the media are not permitted to attend.

### **Conduct of the Hearing**

The aim of the Hearing should be to resolve the complaint and achieve reconciliation between the School and the complainant. We recognise that the complainant might not be satisfied with the outcome if the Hearing does not find in their favour. It may only be possible to establish the facts and make recommendations. Financial compensation is not a possible outcome of the process.

The Hearing will be held in private and is confidential. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations are recorded. Consent will be recorded in any minutes taken.

The format of the Hearing is that the complainant is given time to make their case. The Panel may then ask the complainant questions for clarification. The School then has time to make their case. The Panel and complainant then have the opportunity to seek clarification from the School. Both parties then leave the Hearing and the Panel will deliberate.

The Panel will consider the complaint and all the evidence presented, and will come to their decisions on the balance of probabilities. The Panel can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the Panel will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Panel will provide the complainant and the School with a full explanation of their decision and the reason(s) for it, in writing, and a copy of the minutes of the Panel Hearing, within 10 days.

The letter to the complainant will include details of how to contact the DFE if they believe that their complaint has been handled unreasonably or unlawfully by the School.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the School will take to resolve the complaint. The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

The Panel will ensure that those findings and recommendations are sent by post, electronic mail or otherwise given to the complainant and, where relevant, the person complained about, with a copy to the Headteacher.

The Chair of the Panel will ensure that a copy of all relevant information relating to the complaint is kept at the school in a secure, confidential\* file, separate from staff and student records. This information will be retained for six years from the date of the complaint, in line with guidance from the Information and Records Management Society ([www.irms.org.uk](http://www.irms.org.uk)) and in accordance with the principles of the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR).

\* Please note that the Secretary of State or a body conducting an inspection under s 109 of the Education and Skills Act 2008 may be entitled access to complaints documentation.

### **Complaints about governors**

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of governors who are independent of the School.

### **Next Steps**

If the complainant believes the School did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the DFE after they have completed Stage 2.

The DFE will not normally reinvestigate the substance of complaints or overturn any decisions made by the School. They will consider whether the School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the DFE online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on 0370 000 2288 or by writing to:

Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## **Roles and Responsibilities**

### **Complainant**

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible including a desired outcome to their complaint (although this will not guarantee such an outcome)
- co-operate with the School in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

### **Investigator (i.e. the Headteacher or SLT member)**

The investigator's role is to establish the facts relevant to the complaint by providing a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
- interviewing staff and children/young people and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the Clerk as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond

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- prepare a comprehensive report for the Headteacher or Panel that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Headteacher or Panel will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

### **Clerk to the Stage 2 Panel Hearing**

The Clerk is the contact point for the complainant and the Panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the Hearing, ensuring that as far as possible the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint and send it to the parties in advance of the Hearing within an agreed timescale
- record the proceedings
- circulate the minutes of the Hearing
- notify all parties of the Panel's decision.

### **Panel Chair**

The Panel's Chair, who is nominated in advance of the Panel Hearing, will ensure that the meeting is conducted in line with the complaints procedure and best practice principles.

### **Panel Members**

Panel members should be aware that:

- The Hearing must be independent and impartial, and should be seen to be so
- No governor may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- They should read all documentation and understand the aims and purpose of the Hearing.

## **Unreasonable complaints and serial and persistent complainants**

Ash Manor School is committed to dealing with all complaints fairly and impartially, and to providing a High-quality service to those who complain. We will not normally limit the contact complainants have with the School. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Ash Manor School defines serial and unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of a complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the School's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides false information
- publishes unacceptable information on social media or other public forums

Complainants should try to limit their communication with the School that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant before applying an 'unreasonable' judgement.

If the behaviour continues the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include banning an individual from the School.

### **Procedure for managing complaint campaigns**

In the rare event that the School receives a large volume of complaints all based on the same subject, from complainants unconnected with the School, we may either send a template response to all complainants or publish a single response on the School's website.

### **Barring from the School Premises**

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. The Governing Body has a responsibility to ensure the wellbeing of students and staff, and will therefore act to ensure that the School remains a safe place.

If a parent's behaviour is a cause for concern, a school can ask him/her to leave school premises. In serious cases, the Headteacher or the local authority can notify them in writing that their implied permission to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. Schools should always give the parent the opportunity to formally express their views on the decision to bar in writing.

The decision to bar will then be reviewed, taking into account any representations made by the parent, and either confirmed or lifted. If the decision is confirmed, the parent will be notified in writing, explaining how long the bar will be in place. Anyone wishing to complain about being barred can do so, by letter or email, to the Headteacher or Chair of Governors. However, complaints about barring cannot be escalated to the DFE. Once the School's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice should therefore be sought.

**Appendix 1 – Complaint Form**

Please complete and return to the Headteacher for Stage 1 or Clerk for Stage 2 who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>		
<b>Student's name (if relevant):</b>		
<b>Your relationship to the student (if relevant):</b>		
<b>Contact details:</b>		
<b>Please give details of your complaint (adding extra pages if necessary):</b>		
<b>No.</b>	<b>Details of issue</b>	<b>What action has been taken to resolve the matter and by whom?</b>
<b>1</b>		
<b>What actions do you feel might resolve the problem at this stage?</b>		

<b>Are you attaching any paperwork? If so, please give details.</b>
<b>Signature:</b>
<b>Date:</b>
<b>Official use</b>
<b>Date acknowledgement sent and by whom:</b>
<b>Stage:</b>
<b>Complaint referred to:</b>
<b>Action taken:</b>
<b>Date:</b>

## Appendix 2 - Area Schools Support Service

The role of the Area Schools Support Service is to provide impartial advice and guidance to school staff, governors and complainants at all stages of the complaints process.\*

*\*For those schools which purchase the service.*

<p><b>North East Surrey</b> (Elmbridge, Epsom &amp; Ewell, Spelthorne)</p> <p><b>Caroline Marden</b> <b>Area Schools Officer</b> Telephone: 01372 833412 Email: caroline.marden@surreycc.gov.uk</p> <p><b>Mariette Masters</b> <b>Area Schools Assistant</b> Telephone: 01372 833412 Email: mariette.masters@surreycc.gov.uk Esher Civic Centre, High Street, Esher, Surrey KT10 9SD</p>	<p><b>North West Surrey</b> (Runnymede, Surrey Heath, Woking)</p> <p><b>Kate Prince</b> <b>Area Schools Officer</b> Telephone: 01483 518104 Email: kate.prince@surreycc.gov.uk</p> <p><b>Natalie Cull</b> <b>Area Schools Assistant</b> Telephone: 01483 518106 Email: natalie.cull@surreycc.gov.uk Quadrant Court, Guildford Rd, Woking, Surrey GU22 7QQ</p>
<p><b>South East Surrey</b> (Mole Valley, Reigate &amp; Banstead, Tandridge)</p> <p><b>Ann Panton</b> <b>Area Schools Officer</b> Telephone: 01737 737960 Email: ann.panton@surreycc.gov.uk</p> <p><b>Sally Pickford</b> <b>Area Schools Assistant</b> Telephone: 01737 737961 Email: sally.pickford@surreycc.gov.uk Consort House, 5-7 Queensway, Redhill, Surrey RH1 1YB</p>	<p><b>South West Surrey</b> (Guildford and Waverley)</p> <p><b>Jane van den Broeke</b> <b>Area Schools Officer</b> Telephone: 01483 517835 Email:jane.vandenbroeke@surreycc.gov.uk</p> <p><b>Yvonne Girdler</b> <b>Area Schools Assistant</b> Telephone: 01483 517835 Email: yvonne.girdler@surreycc.gov.uk Quadrant Court, Guildford Rd, Woking, Surrey GU22 7QQ</p>