



Complaint about a School or a Teacher

Royal Borough of Windsor and Maidenhead Complaints Procedure

If you have a complaint about staff or procedures at Cookham, Maidenhead and The Lawns Nursery School Federation we would encourage you to follow the procedure set out below.

Step 1 (informal) – Complaint heard by staff member

You should speak directly to a member of staff. It is a good idea to make an appointment to visit the school so that you can personally explain the nature of your complaint.

Step 2 (formal) – Complaint heard by Executive Headteacher

If the complaint is not adequately dealt with by the member of staff you should make an appointment to speak to the Executive Headteacher. If the complaint is against the Executive Headteacher you should write to the Chair of the Federation's Governing Body; their name can be obtained from the school or from the Governor Support team in the Learning and Care Directorate on 01628 796960.

Step 3 (formal) – Complaint heard by Chair of Governors

If you feel the Executive Headteacher has not dealt with the matter in a satisfactory way, you should write to the Chair of the Federation's governing body and ask that the complaint is considered further.

Step 4 (formal) – Complaint heard by Governing Body Complaints Appeal Panel

If you are dissatisfied with the way in which the Executive Headteacher and the Chair of Governors have dealt with your complaint, the next step is to write to the Clerk to the Governing Body giving details of the complaint and requesting that it is put before the appeal panel. (Please see full Complaints procedure for further details.)

You can send a copy of your letter to the Deputy Director of Education at the Town Hall. Mark the envelope "Confidential". In your letter you should explain your complaint in full, so that it can be investigated on your behalf. The more information you can provide the better. If possible, enclose copies of all correspondence and your response from the Chair of Governors.



We will acknowledge your letter within three working days and aim to post you a detailed reply within 10 working days of the acknowledgement letter.

Step 5 (formal) – Complaint heard by Head of Children’s and Young people Services

If you are dissatisfied with the outcome of the investigation, you can complain to the Head of Children and Young People Services in writing. They will acknowledge receipt of the letter within three working days.

The Head of Children and Young People Services will review the matter and will expect to send a written response within 10 days. This step will normally be regarded as the final step in the progress of the complaint.

Step 6 (formal) – Complaint escalated to the DFE

If Step 5 fails to resolve matters to your satisfaction, you may write to the Schools Complaints Unit at Department for Education, 2nd Floor, Piccadilly gate, Manchester, MW1 2WD.

Approved by: Teaching and Learning Committee

Signed by Chair of Governors:

Date: 3rd June 2025

Review Date: June 2028