Complaints

At Barnwell Academy we are able to sort out any worries, queries or concerns that arise quickly. However there may be times when parents or stakeholders are not satisfied and wish to make a complaint. If this happens you should follow the following steps:

Stage 1- Informal Stage

Raise your complaint with the class teacher, Deputy Headteacher or Headteacher. An appointment can be made directly with the teacher or through the office, by telephone or in writing.

Stage 2- Formal Stage

If you are dissatisfied with the outcome at stage 1 or the complaint is regarding the Headteacher state your complaint, the reasons why and outcome expectations in writing to the Chair of Governors. Send it to the Clerk of the Governing Body, Barnwell Academy Governor Support Officer, Education Services, Room 1.62, Civic Centre, Sunderland, SR2 7DN.

Stage 3- Complaints Panel

If you are dissatisfied with the outcome at Stage 2 any review of the complaints process will be conducted by 3 impartial members of the Governing Body.

If a complainant has exhausted the academy's complaints procedure, you will be advised that they can submit a complaint to the ESFA by completing the DfE's schools complaints form (www.gov.uk/contact-dfe) or in writing by post to Ministerial and Public Communications Division, Department for Education Piccadilly Gate, Store Street, Manchester, M1 2WD.