

# Appendix Document 3

## Bullying Complaints Procedure

This document details the complaints procedure for parents when you report a suspected incident of bullying to the school. Complete all stages in order as per the table below, allowing the school suitable time and opportunity to put in place action to remedy the situation and giving the action time to take effect.

It may not be possible to completely resolve the situation immediately. You should feel confident that timely action is being taken so please allow 10 days for the school to investigate and respond to you. If you have not received a response by this time, or you are not satisfied with the response, you can move to the next stage in the process and alert the school of your actions within 5 working days.

Stage 1	Parent responsibility	School responsibility
	Speak to the Class Teacher	Class teacher follow up with informal investigation and feed back orally to parent.
Stage 2	Report in writing to the Anti-Bullying Lead and Family Liaison Officer. Use <a href="mailto:mainoffice@blackwoodprimary.org">mainoffice@blackwoodprimary.org</a>	Undertake anti-bullying investigation and send written response within 10 working days.
Stage 3	Report in writing to the Headteacher using email above.	Review stage 1 and stage 2 information and carry out any further investigation required. Written response within 10 working days.
Stage 4	At this point it will become a formal complaint and will be managed as part of the complaints procedure starting at stage C (Governing Body involvement).	School to implement complaints procedure at stage C.

At every step, keep a diary or event log of all contact you have made and received, making a note of:

- who you spoke to
- how you contacted them (e.g. by phone, email, face to face etc.)
- when (date/time)
- what actions were agreed and who was responsible for these actions.