



Peterborough Diocese Board of Education

Complaints Procedure

Those having a complaint against the Board of Education would be expected, in the first instance to take the matter up with the Diocesan Director of Education. If the matter cannot be resolved then an official complaint in writing should be made to the Chairman of the Board at the address given below. The complaint will be handled using the following procedure.

Those having a complaint against the actions of an Officer of the Board of Education would be expected, as a first step, to take the matter up with the Officer concerned. If the matter cannot be resolved then an official complaint in writing should be made to the Diocesan Director of Education at the address given below. The complaint will be handled using the following procedure.

1. On receipt of a written complaint, the complaint will be acknowledged in writing (accompanied by a copy of this procedure). The complaint will be logged in the Complaints Log. (The Complaints Log can be viewed at the Diocesan Education Office by appointment.)
2. An informal meeting will be set-up within 14 days between the complainant, and the Chairman of the Board of Education or the Diocesan Director of Education as appropriate. There will be no record of the meeting but the event and the outcome of the meeting will be noted in the Complaints Log.

It is hoped that this will resolve the matter, but if not, the following steps will be taken.

3. A formal meeting will be set-up within 28 days between the Complainant (who may be accompanied by a friend), the Chairman of The Board of Education or the Diocesan Director of Education as appropriate, those members of the Board's staff implicated in the complaint. The meeting will explore the complaint in full. A formal record, agreed by all parties, will be made of the meeting. This record will remain on confidential file in the Bishop's Office for 12 months. The outcome of the meeting will be noted in the Complaints Log. The entry in the Complaints Log will be reported at the next meeting of the Board of Education.
4. If this does not resolve the matter, the complainant should address the complaint to the Diocesan Secretary, Secretary to the Diocesan Synod at The Diocesan Office, The Bishop's Lodgings, The Palace, Peterborough.

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