



# Complaints Policy

## Aims

**To provide a clear channel of communication in which parents feel that their issues are being dealt with in a professional and open manner.**

**To work with Parents/Carers in order that complaints can be addressed informally in school.**

**To make Parents/Carers aware of formal procedures, should informal strategies not resolve the issue.**

## Who to contact if you wish to make a complaint

1. Your child's teacher should be able to deal with most complaints.
2. The next stage would be to speak to your child's Key Stage leader.

Foundation Stage leader: - Mrs Shepherd

Key Stage 1 Leader: - Mrs Mather

Key Stage 2 leader: - Mr Reardon

3. If the matter has still not been resolved then Miss Brown, the Office Manager, can make an appointment for you to discuss the matter with Mrs Bister (Deputy Headteacher).

4. Your complaint may then be passed to Mr Smith who will conduct a further investigation.

5. If you are still unhappy you can write to the chair of Governors, Grant Walker.

The written complaint will be discussed by three governors who have no previous knowledge of the complaint. You will need to attend the meeting with Mr Smith. The letter of complaint will be addressed within 21 days of being received.

6. If you are not satisfied with the outcome you may refer your complaint to the Governing Body's Complaint Appeal Panel, which will be made up of three other governors with no previous involvement in the case.

7. Exceptional cases may be referred to the Secretary of State for Education.

*N.B. Should your complaint be regarding any safeguarding issues, you must make an appointment to see a member of the safeguarding team in school. (Details in the red folder by reception)*

Reviewed: 05/02/2020

Date of next review: February 2023