

Complaints Policy

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child(ren) above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

A summary of the steps to take are shown below. However, if any parent wishes to read the full copy of the Complaints Policy they should contact the school office, who will make the policy available.

Stage 1

1. Parent/Carer should discuss their concerns with the class teacher
2. If unresolved, the parent/carer should make an appointment to discuss their concerns with the Head teacher and the Head teacher will investigate the complaint

Stage2

3. If still unresolved, the complainant will write to the Chair of Governors outlining the complaint.
4. The complainant will be invited to discuss the complaint with the Chair of Governors
5. If this still fails to resolve the complaint a complaints panel will be set up consisting of three non-parent governors and including an independent clerk.
6. If the complainant is unhappy with the outcome of the complaints panel they may, in the case of a pupil who is on the SEND register, appeal to the LEA, for other pupils an appeal can be made to the Secretary of State for Education.