



## WORKING TOGETHER FOR THE SUCCESS OF ALL

### COMPLAINTS PROCEDURE

We believe that our school provides a good education for all our children, and that the staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents.

1. If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
2. Where a parent feels that a situation has not been resolved through contact with the class teacher, they should make an appointment to discuss the matter with the Assistant Headteacher. Most complaints are normally resolved at this stage.
3. In the rare event that the situation has not been resolved through contact with the Assistant Headteacher, they should complete a complaints form available from the School and make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
4. In the rare event that the situation has not been resolved through contact with the Headteacher, they should complete a complaints form to refer the matter to the Complaints Sub-Committee of the SGC using the complaints form. This Sub-Committee (which must not include the Headteacher or any staff member) will consider the complaint accordingly.

The extant MoD schools Complaints procedure is available on request.