



## Complaints Procedure

If you have a concern or complaint, we would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you wish to tell us, our support and respect for you and your child in the school will not be affected in any way. Please tell us of your concern soon as possible. It is difficult for us to investigate properly an incident or problem which has happened some time ago.

Most concerns can be sorted out quickly by speaking with your child's class teacher.

If you are dissatisfied with the teacher's response, you can make a complaint to the Headteacher or senior member of staff.

The Headteacher/ senior member of staff will ask to meet you for a discussion of the problem. Again you may take a friend or someone else with you if you wish. The Headteacher/ senior member of staff will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complain.

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to contact the Headteacher if the complaint was dealt with by the class teacher and subsequently, a senior member of staff. If you are still not satisfied with the outcome, you should contact the chair of the Governing body to ask for referral of your complaint to the Complaints Committee of the governing body. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be able to give it a fresh assessment. You will be invited to attend and speak to the committee at the meeting which the Headteacher will also attend.

Details of how these meetings run will be provided to you.

You may also find it helpful at this stage to have a copy of the full complaints policy as this explains in detail what procedures are followed. This is available from the school office.