



## Our Complaints Procedure

We endeavour to resolve any issues and concerns swiftly, and encourage our parents or carers to speak to us before issues escalate. Appointments can be made to see class teachers and the Headteacher, Head of School or Head of Pastoral Care & Inclusion, at a time to suit both parties.

Julie Pointon, an LA representative, is a useful contact to discuss the complaint with a party not from school and she will be able to clarify this process. She can be contacted on 01724 297137.

*Below is a chart with the steps to follow. The complaint may be resolved at any of these steps;*

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| <b>Step 1.</b> Speak to the classroom teacher who knows your child well and is with your child most of the day. |
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| <b>Step 2.</b> Collect the school's INFORMAL concerns form from the office. Complete and return. This allows the school to begin any search/investigation for background information for when a meeting is scheduled. |
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| <b>Step 3.</b> Meet with the Headteacher or other member of the Senior Leadership Team to resolve the issues raised. This might take several meetings. |
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| <b>Step 4.</b> Complainant writes to the Chair of Governors (via the school office). |
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| <b>Step 5.</b> Investigation is undertaken. |
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| <b>Step 6.</b> Governor's complaints panel meeting is arranged and convened. |
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