

ST. GEORGE'S C.E. PRIMARY SCHOOL

COMPLAINTS PROCEDURE

Stages of procedure:

It is in everyone's interest that complaints are resolved at the earliest possible stage. Staff should be familiar with the complaint procedure so they know what to do should they receive a complaint. A complaint may be made in person, by telephone or in writing, but it should always be made using the standard form which is attached at Appendix 1. The time limit within which a formal complaint may be made is within 5 days of the event. Time will also be allowed for the Leadership Team to implement any changes following a complaint being upheld.

1. RECEIVING A COMPLAINT

1.1 A complaint can be received by any member of staff from the school and can be oral or written.

1.2. If the complaint cannot be resolved immediately, then it may be necessary to move to the next stage.

1.3. It is good practice for Headteacher to be made aware of any complaint that cannot be immediately resolved once it has been received.

2. DEALING WITH THE COMPLAINT

STAGE 1- Complaints heard by the class teacher or adult concerned.

Complaints received should be dealt with in the first instance by the class teacher or adult concerned. Most complaints will be dealt with at this stage. If it cannot be resolved it is referred to the Key Stage Leader/ Headteacher.

STAGE 2- Formal complaint- Heard by Key Stage Leader/ Headteacher

Parent/ Carer makes an appointment and meets with the Key Stage Leader/ Headteacher to discuss the complaint. If it cannot be resolved move to Stage 3.

STAGE 3- Formal complaint- Heard by Chair of Governors

Parent/ carer requests a meeting with the Chair of Governors. If it cannot be resolved move to Stage 4.

STAGE 4- Formal complaint- Heard by Panel of Governors

Parent/ carer requests meeting with complaints panel. The decision of complaints panel is final

The remit of the Complaint Appeal Panel

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The panel can:-

- Dismiss the complaint in whole or in part;
- Uphold the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint;
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.