



Grove Park Primary School Complaints Policy 2018

Date of Policy: October 2018

Policy ratified by Staffing & Community Committee Autumn Term 2018

Review Date: October 2020

Grove Park Primary School is always open to receiving comments and suggestions made by parents and other concerned parties, and we will always take such concerns and complaints seriously should they arise. We aim to treat any complaint, received, as a genuine expression of dissatisfaction where an appropriate response is required. We hope that our complaints procedure will lead to a positive and satisfactory outcome in all situations. There may be times when parents are uncertain if something is “important” enough to raise with the school staff. It is the view of Grove Park Primary School that if a matter is important to a parent, then it is important to the school. By taking quick and decisive action about concerns we hope that as a community we grow and improve. If you do have a concern or complaint, we have **3 simple steps** to support you in your complaint.

Step 1: Speak to the member of staff who is most closely related to the incident (this will normally be a class teacher). We hold a genuine open-door policy and will always endeavour to see you as soon as is practically possible, although you may need to make an appointment if you would like to discuss the matter(s) in detail. Please voice your concern in person, by letter, phone or email. It is not advisable to speak/contact the teachers at the beginning or the end of the day when they are supervising the children.

It is hoped that most concerns/complaints can be dealt with in this informal way.

However, if you do not feel that the matter has been successfully resolved, then our procedure is to refer to the Headteacher.

Step 2: Please complete the ‘Request Form’ to arrange to see the Headteacher and return it to the school office in a sealed envelope. Please provide as much detail as possible about the nature of your concerns and why you feel that the matter was not resolved at Step 1. This will allow the Headteacher to gather any relevant data and/or information from staff prior to the meeting. **Please do not raise the matter in person in public areas during the normal course of the school day, this can be unhelpful and lead to misunderstandings from all parties involved.**

Hopefully, the Headteacher will be able to resolve the matter to your satisfaction, but in the unlikely event that this does not happen, you would need to move to **Step 3**.

Step 3: This means a referral of the situation to the Governing Body Complaints Appeal Panel. This is a specially convened committee called together by the Chair of the Governing Body to hear your complaint. It can be made up of any members of the Governing Body, but would not include any Governor who has had prior involvement in the complaint or in the circumstances surrounding it. The Committee would comprise of three Governors who would select their own Chair to lead the meeting and liaise with you. It is intended that any meeting of the Complaint Appeals Panel would be informal in order to ensure that all parties are at ease.

Following a meeting with the Panel, the Chair would notify you as to when you would receive their decision. This decision would be made in writing to you. The Chair would also notify you of what options are open to you if you still feel that the matter has not been dealt with in an appropriate or satisfactory manner.

GROVE PARK PRIMARY SCHOOL

FORMAL COMPLAINTS PROCEDURE: STEP 2

REQUEST TO SEE THE HEADTEACHER

Your Name: _____

Name of child: _____

Nature of your concern/complaint (Please be as detailed as possible and continue on a separate sheet if necessary):

Date you met with the class teacher: _____

Please indicate why you feel that the matter could not be resolved with the class teacher:

Please provide details of how you feel the matter could be successfully resolved:

Signed: _____ Date: _____

For office use only:

Date Meeting Held: _____

Outcome: _____
