Stratford-sub-Castle Church of England VC Primary School

Learning for life in a positive and caring Christian community

<u>Complaints (Informally Raising</u> <u>Concerns Flowchart) #2</u>

The Complaints (Informally Raising Concerns Flowchart) was reviewed during the Autumn Term 2016

This document is the result of that review.

DATE AGREED BY FULL GOVERNING BODY:	19.09.16	
REVIEW DATE:	Autumn 2018	
AUTHOR:	Mrs Kay Bridson & Mr Peter Habert	
HEADTEACHER:	Mrs Kay Bridson	
CHAIR OF GOVERNORS:	Miss Angela Britten	
SIGNED:		
TO BE READ IN CONJUNCTION WITH:	Formal Complaints Procedure School Complaints (Guidance for Schools and Governors) Policy for Unreasonable or Vexatious Complaints Code of Conduct (for staff, supply and volunteers) Code of Conduct for School Governors Safeguarding Policy Whistleblowing Policy	

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IF YOU HAVE A CONCERN OR COMPLAINT ABOUT OUR SCHOOL

We have formulated an informal procedure to follow. Key information for parents is summarised below:

when to contact	. When you are concerned about something at our school or wish to complain.			
Whv?	We want a supportive partnership in which problems are ironed out. This			
,	• •	in divisions between home a		
How?	·	Talk to us on the playground, or make an appointment. By telephone if the issue is		
TOW:	•	urgent. By letter for a more formal complaint.		
	· .	•	_	
Who?	Depends on the nature of the issue, the main options are;			
Торіс:				
	Class issues, e.g.	Welfare issues, e.g.	School organisation, e.g.,	
	homework or	problems between pupils	policies, staff conduct,	
	setting		serious issues	
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Contact:			· · · · · · · · · · · · · · · · · · ·	
	Class teacher or	Class teacher, Deputy	Headteacher or Chair of	
	Deputy Head	Head, Headteacher	Governors if concerning	
			Headteacher	
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What we will do:				
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	Investigate the matter and	d respond within five school days (	either verbally or in writing)	
		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
	$\checkmark$		$\checkmark$	
Ancware	If satisfactory, concern ends		·	
Answer: If	ij satisjactory, concern enas		311111111111111111	
			Not satisfied?	
			Discuss with Headteacher	
			<b>Y</b>	
			21111111111111111	
			Still not satisfied?	
			Please contact the	
			Chair of	
			Governors in writing	

If required, a formal Complaint Procedure along with a 'Formal Complaints Form' can be downloaded via the School's website or obtained from the School office. However, there is no formal procedure for praise. If you feel that something has been done especially well, please feel free to let us know. It is helpful to know which aspects of our school are particularly valued by parents.