

Stratford-sub-Castle Church of England VC Primary School

*Learning for life in a positive and caring
Christian community*

Complaints (Informally Raising Concerns Flowchart) #2

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:	<i>Formal Complaints Procedure</i> <i>School Complaints (Guidance for Schools and Governors)</i> <i>Policy for Unreasonable or Vexatious Complaints</i> <i>Code of Conduct (for staff, supply and volunteers)</i> <i>Code of Conduct for School Governors</i> <i>Safeguarding Policy</i> <i>Whistleblowing Policy</i>

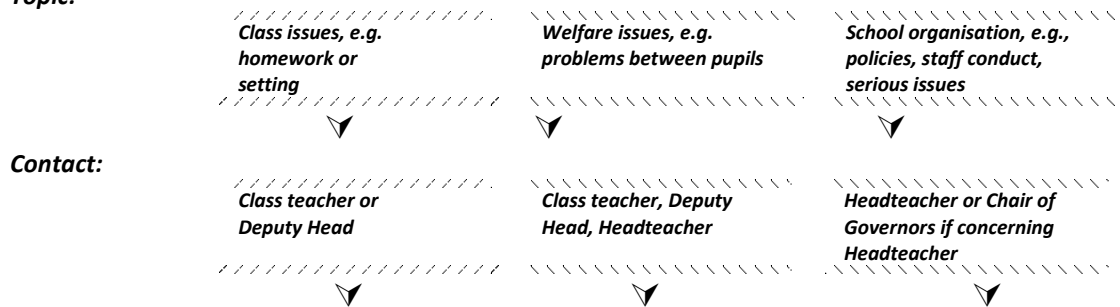
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IF YOU HAVE A CONCERN OR COMPLAINT ABOUT OUR SCHOOL

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

When to contact us: When you are concerned about something at our school or wish to complain.
Why? We want a supportive partnership in which problems are ironed out. This is far better for pupils than divisions between home and school.
How? Talk to us on the playground, or make an appointment. By telephone if the issue is urgent. By letter for a more formal complaint.
Who? Depends on the nature of the issue, the main options are;
Topic:



What we will do:
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Investigate the matter and respond within five school days (either verbally or in writing)
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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.