## Stratford-sub-Castle Church of England VC Primary School

Life in all its fullness

## **Complaints**

### (Informally Raising Concerns Flowchart) #5

The Complaints (Informally Raising Concerns Flowchart) was reviewed during the Autumn Term 2018. This document is the result of that review.

DATE AGREED BY FULL GOVERNING BODY:	26/11/2018		
REVIEW DATE:	November 2019		
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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## **Complaints**

# (Informally Raising Concerns Flowchart) #5

#### 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:

	ct us: When you are conce	rned about something at our school or wish to complain.			
<i>Why?</i> We want a supportive partnership in which problems are ironed out. This is far better for providivisions between home and school.				upils than	
How?	<i>low?</i> Talk to us on the playground, or make an appointment. By telephone if the issue is urgent. By left for a more formal complaint.				
Who?	Depends on the nat	Depends on the nature of the issue, the main options are;			
Торіс:					
	Class issues, e.g. homework or	Welfare issues, e.g. problems between pupils	School organisation, e.g., policies, staff conduct,		
	`setting ````````````````````````````````````	Α	Serious issues		
Contact:					
	Class teacher or Deputy Head	Class teacher, Deputy Head, Headteacher	Headteacher or Chair of Governors if concerning		
	**************************************	×	Headteacher		
What we will do	•				
	Investigate the matter and	d respond within five school days (	either verbally or in writing)		
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Answer:	If satisfactory, concern ends		Not satisfied? Discuss with Headteacher		
			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.