

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

*Life in all its fullness* John 10:10

## Complaints (Informally Raising Concerns Flowchart)

The *Complaints (Informally Raising Concerns Flowchart)* was reviewed during the Spring Term 2024.  
This document is the result of that review.

DATE AGREED BY FULL GOVERNING BODY:	28/02/24
REVIEW DATE:	March 2025
REVIEW CYCLE:	<b>Annual</b>
AUTHOR:	<b>Original Authors: Mrs Kay Bridson &amp; Mr Peter Habert</b> <b>Reviewing Author: Mrs Justine Watkins</b>
HEADTEACHER:	<b>Mrs Justine Watkins</b>
NOMINATED GOVERNOR:	<b>Mr Andrew Mintram</b>
CHAIR OF GOVERNORS:	<b>Mr Andrew Mintram</b>
TO BE READ IN CONJUNCTION WITH:	<b><i>Formal Complaints Procedure</i></b> <b><i>School Complaints (Guidance for Schools and Governors)</i></b> <b><i>Policy for Unreasonable or Vexatious Complaints</i></b>  <b><i>Behaviour Policy for Staff and Volunteers</i></b> <b><i>Code of Conduct for Teaching and Support Staff</i></b> <b><i>Code of Conduct for School Governors</i></b> <b><i>Safeguarding Policy</i></b> <b><i>Whistleblowing Policy</i></b>

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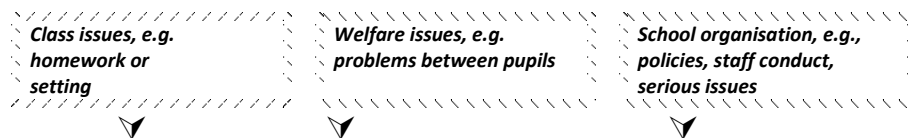
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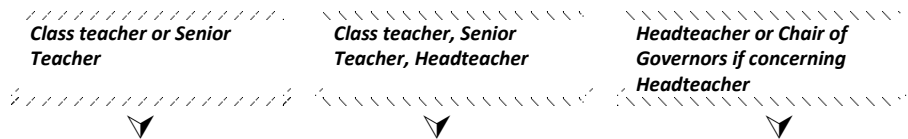
### IF YOU HAVE A CONCERN OR COMPLAINT ABOUT OUR SCHOOL

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

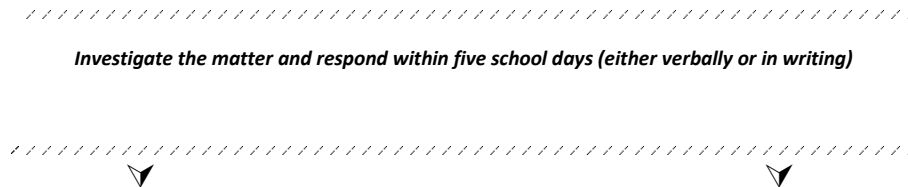
- When to contact us:** When you are concerned about something at our school or wish to complain.  
**Why?** We want a supportive partnership in which problems are ironed out. This is far better for pupils than divisions between home and school.  
**How?** Talk to us on the playground, or make an appointment. 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:**



**Contact:**



**What we will do:**



**Answer:**



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.