Stratford-sub-Castle Church of England VC Primary School

Life in all its fullness John 10:10

<u>Complaints</u>

(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:	Annual
AUTHOR:	Original Authors: Mrs Kay Bridson & Mr Peter Habert Reviewing Author: Mrs Justine Watkins
HEADTEACHER:	Mrs Justine Watkins
NOMINATED GOVERNOR:	Mr Andrew Mintram
CHAIR OF GOVERNORS:	Mr Andrew Mintram
TO BE READ IN CONJUNCTION WITH:	Formal Complaints Procedure School Complaints (Guidance for Schools and Governors) Policy for Unreasonable or Vexatious Complaints Behaviour Policy for Staff and Volunteers Code of Conduct for Teaching and Support Staff Code of Conduct for School Governors Safeguarding Policy Whistleblowing Policy

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Complaints

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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 conce	erned about something at ou	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:			······		
	Class issues, e.g. homework or settina	Welfare issues, e.g. problems between pupils	School organisation, e.g., policies, staff conduct, serious issues		
		$\mathbf{A}_{(1)}$			
Contact:					
	Teacher	Class teacher, Senior Teacher, Headteacher	Headteacher or Chair of Governors if concerning		
	**************************************	×·····×	Headteacher		
What we will do					
	Investigate the matter and	l respond within five school days (either verbally or in writing)		
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A 19 21 4 2 11	V		v		
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.