Stratford-sub-Castle Church of England VC Primary School

Life in all its fullness John 10:10

Complaints

(Informally Raising Concerns Flowchart) #7

The Complaints (Informally Raising Concerns Flowchart) was reviewed during the Spring Term 2021. This document is the result of that review.

| DATE AGREED BY FULL GOVERNING BODY: | 22/03/2021 | | | |
|-------------------------------------|---|--|--|--|
| REVIEW DATE: | March 2022 | | | |
| REVIEW CYCLE: | Annual | | | |
| AUTHOR: | Original Authors: Mrs Kay Bridson & Mr Peter Habert (Governor 2016-2020) Reviewing Author: Mrs Kay Bridson | | | |
| 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 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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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 | tus: When you are conce | erned about something at οι | bout 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. Talk to us on the playground, or make an appointment. By telephone if the issue is urgent. By letter for a more formal complaint. Depends on the nature of the issue, the main options are; | | | | |
| How? | | | | | | |
| | | | | | | |
| Who? | | | | | | |
| Topic: | | | | | | |
| | Class issues, e.g. homework or setting | Welfare issues, e.g. problems between pupils | School organisation, e.g., policies, staff conduct, serious issues | | | |
| Contact: | v | v | v | | | |
| contact. | Class teacher or Deputy Head | Class teacher, Deputy Head, Headteacher | Governors if concerning | | | |
| | ************************************** | ×************************************* | Headteacher | | | |
| What we will do | | | | | | |
| | Investigate the matter an | d respond within five school days (| either verbally or in writing) | | | |
| | · · · · · · · · · · · · · · · · · · · | | ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | | | |
| Answer: | ۷ If satisfactory, concern ends | | v | | | |
| Answer. | ij salisjaciory, concern chas | | 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.