



Headteacher: Miss K House

Complaints Procedure Policy **Hampstead Norreys Primary School**

Headteacher	Sign & Date:	
Chair of Governing Body	Sign & Date:	

Review schedule (this policy will be reviewed annually)

Date	Description of any changes	Date approved by Governing Body

Introduction

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We believe that our school provides a good education and a positive environment for all our children. The Headteacher and staff work hard to build positive relationships and have effective communication with all pupils and their parents/carers. However, if you are unhappy with any aspect of your child's education or welfare we would like you to get in touch with us. This policy sets out the procedure that the school follows in such cases.

Procedure

If you have a particular worry or anxiety about your child's education or welfare you should initially talk to your child's class teacher. Most matters can be settled quickly and easily this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent/carer feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher, or if they are unavailable another senior member of staff. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

In the unlikely event that a parent/carer feels that the situation has not been adequately resolved, or if they should have a complaint about the Headteacher, they should first make an informal approach to the Chair of Governors. Only if the informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent/carer should send this written complaint to the Chair of Governors.

The Governing Body Hearings Committee must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain their complaint in more detail. The school will give at least three days' notice of the meeting. After hearing all the evidence, the Hearings Committee will consider its decision and inform the parent/carer about it in writing. The governors do all they can at this stage to resolve the complaint to the parent/carer's satisfaction.

If the complaint is not resolved, a parent/carer may appeal to the Governing Body and the appeal will be heard by a group of different governors who form the Appeals Committee.