

THE WILLIAM AMORY PRIMARY SCHOOL

COMPLAINTS PROCEDURE

What is a complaint?

Parental Complaints

There will be many contacts with school about parental concerns, most of which are routinely dealt with. Very often, these concerns will not be complaints at all and are easily resolved. There will be other occasions when a judgement needs to be taken when a degree of dissatisfaction amounts to a complaint.

A complaint can be defined as an expression of dissatisfaction about: -

- The way an initial concern was handled
- The actions
- The lack of actions
- The way in which the pupil or parent was treated

Pupil Complaints

All complaints from pupils are taken seriously and systems and procedures are in place for children to access. If children have any concerns or worries they can speak to the Headteacher or class teacher.

The Stages of Complaint

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| Stage 1 | - | The stage where disagreements are discussed informally |
| Stage 2 | - | The stage of formal complaints to the Governing Body of the school |

Stage 1 – Informal Stage

School Staff

- Concerns are best resolved locally with the class Teacher
- If complaints cannot be resolved then contact the Headteacher or Deputy Headteacher

Stage 2 – Formal Stage

If attempts to settle the disagreement under the informal stage (stage 1) have failed, a complaint should be made in writing to the Governing Body via the Chairperson of the Governors who will arrange for the complaint to be investigated.

N.B The school will acknowledge any complaint in writing, within 48 hours and then deal with them as efficiently as possible. All complaints will be settled within a period that is reasonable in all the circumstances. An indication of the timescale within which the school aims to deal with the complaint will be given at the outset, it may be feasible to give interim times for each stage of the complaint e.g. an initial report from the Headteacher could be requested within one week. If a meeting is to be arranged seven days notice will be given.

Date of approval by Governors: October 2012

Date of next review:

