

Complaints Policy



October 2016



Grafton Primary School

Complaints Policy

Date Written: October 2016

Date for Review: October 2017

The Governing Body believes that all complaints should be taken seriously and dealt with as quickly as possible, without compromising the daily running of the school.

Parents/guardians are encouraged to raise any concerns with the appropriate member of staff at the earliest opportunity, the earlier that the school is aware of a problem; the earlier it can be solved.

Any concern regarding a child's class should be reported to his/he class teacher who, in the majority of cases, should be able to re-assure the parent/guardian at the time. Should the class teacher need to check details with a colleague, or take advice from a senior member of staff, the aim should be to do so and answer the parent/guardian within two school days. If the teacher knows this will not be possible the parent/guardian the parent/guardian should be told at the outset.

If the parent/guardian is not satisfied with the class teacher's response or if the complaint concerns a wider school issue – e.g. playtime, lunchtime, the matter should be referred to the Head teacher. The Head teacher should aim to answer the parent/guardian within two working days and should tell the parent/guardian at the time if that will not be practicable.

Any complaint from a member of the public, rather than a parent/guardian of a child on the school roll, should be referred to the Head teacher.

If the complaint cannot be resolved by the Head teacher, the complainant will be advised to contact the Chair of the Governing Body in writing. The Chair will respond as appropriate having investigated the complaint with school staff and taken advice as necessary. Details of these complaints and the action taken by the Chair should be reported to the whole Governing Body termly.

Any verbal complaint may be answered verbally but a written complaint should be answered in writing.

A copy of any written response should be kept in the appropriate pupil or general file.

Neither school staff nor the Governing Body can resolve problems arising out of school.

This policy was adopted by the Governing Body on 13th October 2016 and will be reviewed annually.

Signed _____



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