Complaints Procedure

Caslon Primary Community School

Raising Concerns and Resolving Complaints

From time-to-time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a School Complaints Policy and Procedure

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversial
- Provide confidentiality
- Allow problems to be handled swiftly through the correct procedure
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur

Full details may be obtained from the School Office or on the School Website

Aim

Caslon aims to deal with complaints with sensitivity, impartiality and confidentiality. The school is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum.

Anonymous Complaints

An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances, for example, serious child protection or bullying concerns where the school would involve appropriate external agencies.

Informal Procedure

Approach will normally be made to the school office or the individual member of staff who is able to provide the necessary information. The procedure is likely to stop if a shared understanding has been reached

Step 1 - Headteacher

Complaints Form can be obtained from office. Headteacher will acknowledge receipt and investigate. A response in writing or via meeting will be provided within 10 working days

Step 2 - Governing Body

Complaint to the Governing Body should be raised in writing within 4 weeks of the outcome of step 1. Governing Body shall acknowledge complaint within 10 working days and investigate within 20 days. If resolution not obtained, a further form is available for complaints to Director of Children's Services.