

Pucklechurch C E Primary School

Complaints Policy

Rationale

There should be a straightforward system of dealing with complaints by parents, teachers, pupils or other interested parties which is easily understood by all those involved.

Aims

To act as an introduction to the South Gloucestershire Council Education Department's Model Procedure for Complaints Against Schools.

The school will do its best to address any complaints and work towards a shared solution.

Broad Guidelines

- 1 Detailed guidance on complaints is given in **South Gloucestershire Council Education Department's Model Procedure for Complaints Against Schools**. Please refer to that document for any queries which cannot be answered from this summary policy document
- 2 Teaching staff should always be prepared to discuss worries parents may have about their child's time in school. It may be necessary to ask parents to make an appointment, either with the teacher or via the school office. Parents will be seen as soon as possible to fit around the class teachers' commitments.
- 3 Teachers and Teaching Assistants should always inform Senior Management if a complaint is made.
- 4 All school staff should familiarize themselves with the school's guidance on dealing with violent or aggressive behaviour. This is kept in the Staff Information File for teachers. Teaching Assistants are issued with a copy on appointment.
- 5 In the case of a serious complaint which cannot be resolved, concerns should be expressed in writing to the Chair of Governors, c/o Pucklechurch CE Primary School, who may consult the LEA for guidance.
- 6 A copy of all correspondence will be given to all parties.

Conclusion

All complaints of any nature will be dealt with fairly according to the procedures laid out in the Model Procedure for Complaints Against Schools.

Renewed March 2002