

# Beaconsfield Primary School



## **Complaints Policy**

February 2010

Date approved by governors: April 2010  
Review date: February 2012

## **General**

We value warm relationships with parents and enjoy working with you to enable your child to reach their full potential. We want your child to be happy and safe at Beaconsfield Primary School. We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way.

Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

We receive very few complaints however we recognise that sometimes things may not go as we would all wish and you may feel that we have fallen short of our high standards; be dissatisfied or require clarification of school matters.

Most issues can be solved quickly and easily, when and if, they arise and we ask you to follow the three steps detailed below.

### **Step 1 – Talk to the Teacher**

The first thing to do is to talk to the teacher involved. You will need to make an appointment at the School Office to do this, especially if the complaint is complicated or likely to take a while to resolve. Please do not try to see the teacher during the school day as they will be teaching at this time.

### **Step 2 – Meet the Head Teacher or Deputy Head Teacher**

This should only happen if Step 1 has been completed or if the issue is particularly serious or urgent. The School Office will arrange for you to see the Head Teacher or the Deputy Head Teacher. Afterwards the school will write to you saying what it has decided. We hope that the decision will satisfy you, but if not you can go to Step 3.

### **Step 3 – Go to the Governors**

The complaint can then go to the School's Governors. This can only happen if you have gone through Steps 1 and 2. You can write a letter to Governors care of the school to explain your concerns. You may use the attached form if you prefer. The Governors will either respond in writing or arrange a meeting with at least two of the Governors. They will then write back telling you their conclusions.

### Step 3 Formal Concern Form

<b>Name:</b>	
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<b>Address:</b>	
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<b>Telephone:</b>	
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<b>What concern do you wish to raise?</b>
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<b>Have you spoken to the Class Teacher?</b>	<b>YES</b>	<b>NO</b>
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<b>When did you do this?</b>	<b>Date:</b>
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<b>What happened when you spoke to the Class Teacher?</b>
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<b>Have you spoken to the Head Teacher (or Deputy)?</b>	<b>YES</b>	<b>NO</b>
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<b>When did you do this?</b>	<b>Date:</b>
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<b>What happened when you spoke to the Head Teacher (or Deputy)?</b>
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<b>What would you like us to do to put things right?</b>
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<b>Signed</b>	
<b>Date</b>	

**Please return this form to the Chair of Governors, c/o Beaconsfield Primary School**