

CLIFFORD CHURCH OF ENGLAND
INFANT SCHOOL

POLICY STATEMENT FOR COMPLAINTS

To be Reviewed : March 2016

Written by : S. Preston/Governors

Reviewed by : Governors

1. The school seeks to be a 'listening school' and will do its best to enable parents to feel confident to raise issues and concerns with appropriate staff.
2. Any concerns that parents may have, should be addressed in the first place to their child's class teacher. We will try to resolve any concerns as informally and quickly as possible and always make clear what action, if any, is being taken.
3. The governing body will consider complaints through the Complaints and Complaints Appeals Committees where it has been impossible to resolve them at school management level.
4. Individual complaints will not be discussed by the full governing body.
5. If a complaint is brought to the attention of an individual governor, he/she should make sure that the parent has spoken with the appropriate staff members first, including the Headteacher.
6. Advice will be sought from the CYPS to help resolve complaints whenever this is appropriate.
7. The Complaints Committee will consist of the convenors of the governing body sub-committees.

The Headteacher will monitor formal complaints received by him/herself or chair of the governing body from parents, and report to the

appropriate governing body committee on an annual basis on the implementation of policy and procedures (that is formal complaints to the Headteacher or chair and verbal complaints which are clearly formal and require investigation).