



# The Curzon Church of England Primary School

## Complaints Procedure – a guide for parents and carers



We firmly believe in working together with parents to try and find a solution to a problem regarding an aspect of your child's education. We have an 'open door' policy and would ask parents and carers to come and speak to us about any concerns they may have. In most cases these concerns or questions will be directed towards the class teacher who knows your child best in school. However, if your concern is not satisfactorily resolved, issues should be taken to the Headteacher or a member of the leadership team.

In most cases complaints are resolved successfully through a discussion with adults in school. However there are occasions where an issue may still not be resolved and if this situation occurs the guide below outlines the formal school complaints procedure.

### Complaints Procedure Overview for parents

Informal Concern-contact school to make arrangements to discuss with appropriate person

Formal – Stage 1 – If unresolved Write/contact Complaints Co-ordinator/HT, use form provided

Acknowledge in 3 days, write/respond within further 15 school working days, unless negotiated timescale. HT deals

Formal – Stage 2 – If unsatisfied Write/contact to Chair within 10 days

Chair acknowledges in 3 days, investigate within 15 days and write response within further 5 days. (unless negotiated timescale)

Formal – Stage 3 – If unsatisfied Write/contact to Clerk to Governors within 10 days stating why and referring to Complaints Panel,

Hearing within 15 school working days. All documents to be received at least 5 days before hearing.

Complaints Panel of 3 Governors considers complaint. Decision communicated in 5 school working days. Complaints Panel decision is final school based stage.