



If we believe it, we can achieve it.

Laycock School

Complaints Policy



COMPLAINTS POLICY

This document sets out the complaints procedure for Laycock Primary School. The procedure covers all matters (except admissions, exclusions and special educational needs - as there are separate statutory arrangements).

The Arrangements

The arrangements for dealing with complaints are simple and include the following.

1. Criticisms and concerns are handled informally by school staff and the headteacher, in the first instance, not as formal complaints.
2. Formal complaints are made in writing, but may be complemented or clarified by an oral presentation.
3. Formal complaints are investigated and handled as swiftly as possible and the complainant kept fully informed throughout all stages of the investigation, preferably in writing.
4. Each complainant will receive a formal response in writing, once the investigation is complete.

Stage 1

As is the case with a grievance, a complaint can best be resolved in informal discussion with the headteacher or a member of the school staff. A discussion at the informal stage is, more often than not, likely to resolve many a complaint. The first port of call for parental complaints is the class teacher. A complaint that is not resolved by a staff member is referred to the headteacher. It will be dealt with as soon as possible and no later than five working days where practicable.

Stage 2

Where a complaint is of a serious nature and has not been resolved informally, the complainant will be directed to the chairperson of the governing body. The chairperson will offer the complainant and respondent the opportunity to make their cases - orally and/or in writing, receiving any supplementary information that is germane to the case and decide on what to do.

Stage 3

If the complainant is still not satisfied, she or he will be asked to put the complaint in writing formally to the governing body (for the attention of the clerk)

Complaints Procedure for Parents to follow at Laycock Primary School

