



Complaints Policy Overview

At Christ Church school the staff, Headteacher and governors strive to provide the best education for all our children. The school constantly monitors its service and recognises that occasionally parents or carers may have concerns. We hope to resolve these as soon as they arise and as quickly as possible. This policy explains how to proceed should you have a concern.

Stage 1: Raising your concern informally

If you have a concern about any aspect of the school it is important you raise it at the earliest opportunity, usually no later than three months. The most appropriate person to talk to in the first instance is usually your child's class teacher or relevant staff member.

If you feel it is not appropriate to talk to the staff member, please request to meet with the Headteacher or Deputy Headteacher. For concerns about the Headteacher, please pass your concern to the Chair of Governors.

In our experience, the vast majority of concerns are resolved informally.

Stage 2: Making a formal complaint

If the parent or carer feels that their concern has not been resolved through dialogue, they may wish to make a formal complaint in writing using the attached Complaints Form.

On the form you should include

- the precise details of the complaint,
- the action taken so far,
- what you consider should be done to put things right.

Your Complaints Form should be sent to the head teacher. If your complaint is about the Headteacher you should send it to the Chair of Governors.

Your complaint will be acknowledged in writing. The Headteacher will investigate and contact you within 5 working days of the complaint being received. Following the investigation, the Headteacher will invite you to a meeting to seek a resolution within ten working days of receiving the Complaints Form. You are welcome to bring someone with you. The outcome of your meeting will be recorded in writing and sent to you.

Contact: Neil Baker, Headteacher
Isobel Griffiths, Chair of Governors
Rev. Ann Keating, Governor
Christ Church CE (VC) Primary School
Berryfield Road
Bradford-on-Avon BA15 1ST
Tel.: 01225 863444
Email: admin@christchurch.wilts.sch.uk

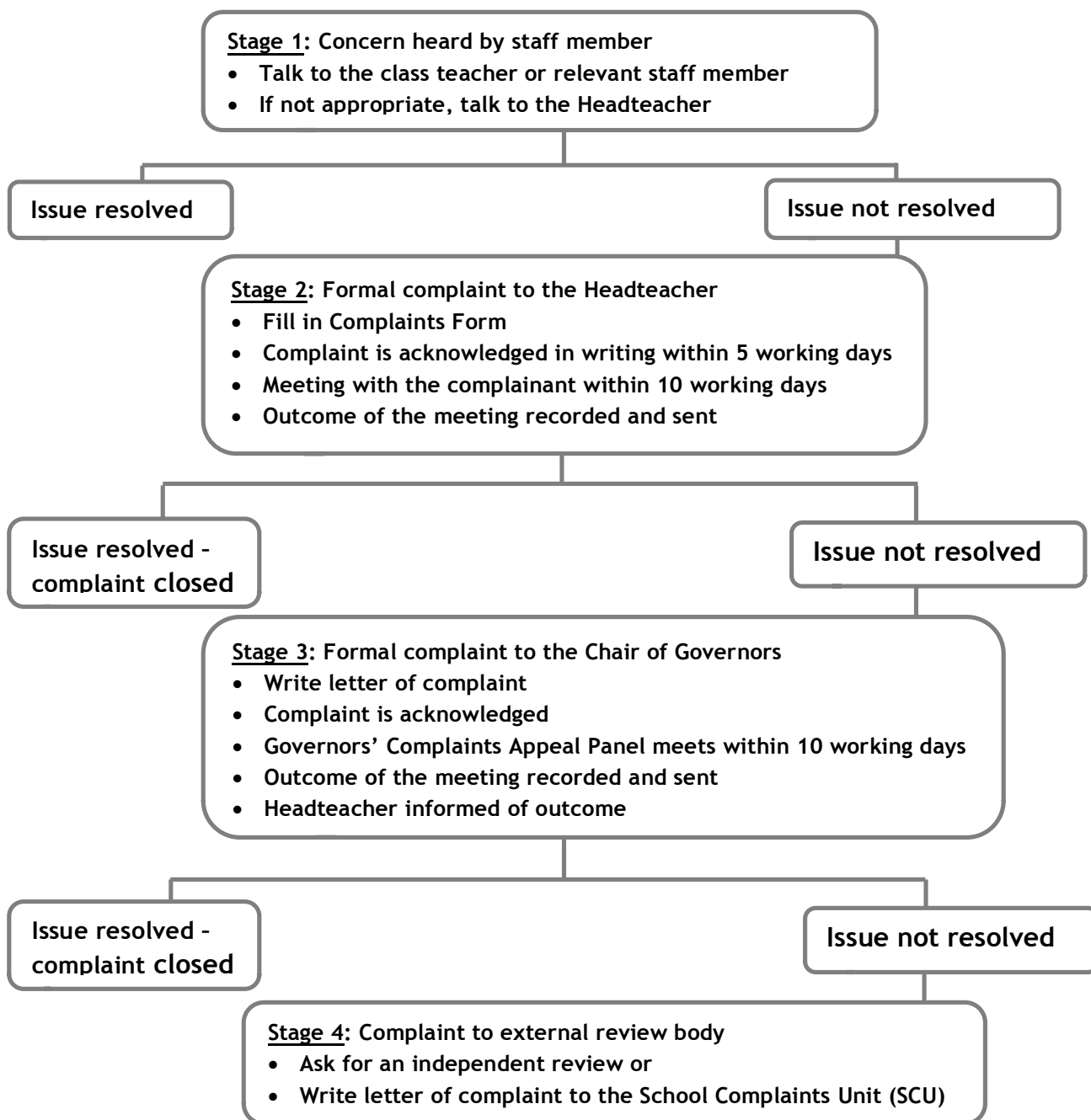


Stage 3: Making a formal complaint to the Chair of Governors

If you are not satisfied with the Headteacher’s response, you need to write to the Chair of Governors to request that your complaint is taken further.

Your letter of complaint will be acknowledged within 5 working days. The Chair of Governors will convene a Governing Body Complaints Appeal panel within 10 working days of receiving your complaint. The panel will discuss all the evidence and inform you of their conclusion. You may be asked to attend the panel meeting and you are welcome to bring someone with you. This is the last school-based stage in the complaints procedure. The aim is to resolve the complaint and achieve reconciliation between you and the school.

Summary of how to raise a concern or make a complaint



For complaints against the Headteacher or a governor or the Chair of Governors see Appendix 2