



Whaplode (Church of England) Primary School
Mill Lane, Whaplode, Spalding, Lincolnshire
PE12 6TS

Phone:/Fax: 01406 370447

Head Teacher: Mrs A Flack



COMPLAINTS PROCEDURE POLICY

In this school, all the staff are dedicated to giving all the children the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents and believe that the school and parents should work in partnership, each carrying out their particular responsibilities to help the pupils gain the most from their time at school.

If you feel that something is not going quite as you would like it to, we are doing something you are unhappy with, or not doing something you feel we should, **please tell us about it.**

In the first instance, please discuss your concern with your child's class teacher, or the particular person most closely concerned.

If, after doing this, you do not feel that your concern has been properly addressed, or if your concern is about a particular teacher, please discuss the matter with the Head Teacher.

If, after doing this you are still not satisfied, you can address a formal complaint to the Governors of the School.

Step One

As a first step, if you are unhappy with anything about the school, please talk to the teacher most involved.

Usually, teachers are available for a while after classes have finished, but to make sure that the teacher has time to listen properly to what you have to say, it may be worth making an appointment. We would hope that most concerns were resolved in this way.

The teacher will not only try to address your concern, but will report the matter to the Head Teacher so that she is aware of your concern and what is being done about it.

Step Two

Very occasionally, it may be that your concern cannot be resolved by the teacher or you may feel that the situation has not altered. If this is the case, you should raise the issue with the Head Teacher yourself.

It would be helpful to telephone the school and make an appointment so that the Head Teacher can set aside time to talk through the situation carefully with you.

Step Three

We would expect most, if not all, complaints to have been resolved through the first two stages, as described. In exceptional circumstances, however, this may not be the case and you may wish to pursue the matter further and more formally.

Matters relating to the internal management and organisation of the school, discipline within the school and other such matters would normally be raised with the governing body. This happens so rarely, that the governors have not decided on a specific procedure for handling such issues, but the following general principles will apply:

- You should set out your concern, in writing, and address it to the Clerk to the Governors. The Clerk's name and address are printed at the bottom of this policy.

- If, for some reason, you do not feel that you can do that, please telephone the Clerk, explain that you want to make a complaint but are unable to set it out in writing. The Clerk will produce a typewritten statement of your complaint, at your instruction, for you to sign.
- The Governors will then meet formally to consider your complaint. They may invite you to come along and amplify what has been written down, and they may well invite other people to give their point of view on what you have said.
- The Governors will then have to make a decision in the light of what they have been told. This decision of the governors is normally final.

The governors may, on receipt of your complaint, ask someone to investigate what you have said. In particularly serious matters, this could well be an officer of the County Council's Education Department. In such cases, you will receive a copy of the investigation report prior to the governors' meeting to discuss the matter.

You may, of course, address your complaint directly to the Education Department of the County Council, not the governors. If you do, you should address it to the Director of Children's Services, County Offices, Newland, LINCOLN LN1 1YQ. A senior officer will study what you have written and may refer it to the governors suggesting an investigation is called for. Normally, however, you need to note that unless your complaint is about the governors, what you have said will have to be considered first by the governing body.

Clerk to the Governors: Mrs S Rix
C/O Whaplode CofE Primary School, Mill Lane, Whaplode, PE12 6TS

Tel: 01406 370447

Date of review	Reviewed by	Changes made
Jan 2011	SDC	
Jan 2012	SDC	
Jan 2013	SDC	
Jul 2014	SDC	Insert new details for the school's clerk to governors
Jan 15	SDC	Insert new clerk to governors