



PRIDE IN EXCELLENCE

CONCERNS AND COMPLAINTS POLICY

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1

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CONCERNS AND COMPLAINTS POLICY

We trust that your child will be happy at Purley Oaks Primary School. However, sometimes difficulties or concerns may arise and it is important that you know who to share these with. Most concerns that parents/carers have can and should be discussed straight away with the most appropriate person; if you are worried about anything to do with your child's learning experience please contact the **teacher** in the first instance.

Contact can be made by

1. speaking to the class teacher at the beginning or end of the school day
2. telephoning the school office
3. emailing the school or sending a message via Weduc

We expect staff to respond on the same day to any parental/carers concerns wherever possible. Please remember that teachers will be teaching during the day, but a message can always be left with the office.

If the teacher is unable to help you, or you are not satisfied with the outcome, you can approach a member of the Senior Leadership Team and they will arrange a meeting with you at a mutually convenient time.

If you feel that the issue is still not resolved, then you can arrange a meeting with the Headteacher. The Headteacher may delegate the task of collating information to another staff member, but he will take the decision on any action to be taken. The PA to the Headteacher will record details of all complaints received.

If you are not satisfied with the outcome of the Headteacher's intervention then you should write to the Chair of Governors, giving full details of the complaint/concern. The Chair or a nominated governor may convene the Governing Board Complaints Panel.