



St Jude & St Paul's
Church of England Primary School

Parental Complaints Procedure Statement

Date: November 2017

Lead: Headteacher

Committee: Children, Families and Community Committee

Review: Autumn 2019

'Bless us to encourage, love and learn'

If you have a concern

We would like you to tell us about it so that we can talk with you and see how best to remove your concern. We welcome suggestions for improving our work in the school.

Whatever your concern, please know that we shall treat it as being strictly confidential. Be assured that no matter what you wish to share with us, our support and respect for you and your child in the school will not be affected in any way.

Please do not delay telling us of your concern. It is difficult for us to investigate an incident or problem properly which is more than a day or two old.

After hearing your concern we will act as quickly as we can. Please allow time for any action we may take to be effective.

What to do first

Contact your child's class teacher and arrange a time when you can discuss your concern.

It may be possible for you to see the teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

What to do next

If you are still unhappy please ask for an appointment to see the head teacher. If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment.

After your discussion with the head teacher you may have to wait a short time while investigations are carried out.

Every effort will be made to resolve the situation as quickly as possible.

If you are still unhappy

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to write to the Chair of the Governing Body.

The Chair of the Governing Body may discuss the matter with the head teacher and may arrange for a further investigation. They will write to you to say what they have decided to do in response to your complaint.

Further action

The Chair of the Governing Body, or you, may ask for your complaint to be heard by the Complaints Committee of the Governing Body.

The Complaints Committee will listen to you, the head teacher, and others involved, and come to a decision.

It is important that the procedures as outlined above are followed. If your complaint is regarding another child, parents must not confront that child.