|  |
| --- |
| **BUSHFIELD ROAD INFANT SCHOOL** |

|  |
| --- |
| **COMPLAINTS****POLICY** |

**The difference between a concern and a complaint:**

A ‘concern’ may be defined as ‘*an expression of worry or doubt over an issue considered to be important for which reassurances are sought’*.

A complaint may be generally defined as ‘*an expression of dissatisfaction however made, about actions taken or a lack of action’*’.

It is in everyone’s interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. Bushfield Road Infant school takes informal concerns seriously and work to resolve any concerns quickly. We encourage parents to speak to the school before any issues or concerns escalate and an appointment can be made to meet with the class teacher or Head Teacher in private to discuss any concerns. We will always make an appointment to meet at the earliest opportunity.

There are occasions when complainants would like to raise their concerns formally. In those cases, the school’s formal procedure should be invoked through the stages outlined within the school’s procedure as outlined in this policy.

**Who can make a complaint?**

Any person may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions). The school does not limit complaints to parents or carers of children that are registered at the school.

**BUSHFIELD ROAD INFANT SCHOOL COMPLAINTS PROCEDURE.**

At Bushfield Infants, we endeavour to resolve any concerns quickly, and would encourage parents to speak to the school before any issues or concerns escalate.

An appointment can be made to meet with the class teacher or Head Teacher in private to discuss any concerns. We will always make an appointment to meet at the earliest opportunity.

Parents can also contact the school by telephone on 01724 842829.

**Recording Complaints**

• A complaint may be made in person, by telephone, or in writing;

• In order to prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls will be kept and a copy of any written response added to the record. The head teacher should will take responsibility for these records and hold them centrally.

**Please find below, the steps to follow in the event of a complaint.**

**The complaint may be resolved at any point during this process.**

|  |
| --- |
| 1. Speak to the class teacher who knows your child well and is with your child for most of the day.
 |

|  |
| --- |
| 1. Meet with the Head Teacher or other member of the Senior Leadership team to resolve issues raised.
 |

|  |
| --- |
| 1. Complainant writes to the Chair of Governors. (Via the school office.)
 |

|  |
| --- |
| 1. Chair of Governors and Head teacher meet with the complainant.
 |

|  |
| --- |
| 1. Investigation is undertaken by an independent person.
 |

|  |
| --- |
| 1. Governor’s complaints panel meeting arranged and convened.
 |

|  |
| --- |
| 1. Letter is issued confirming the panel’s decision and all relevant parties are informed of the outcome.
 |