

COLSTON'S PRIMARY SCHOOL COOPERATIVE ACADEMY - COMPLAINTS AND CONCERNS

Colston's Primary School is a Cooperative Academy. Our complaints policy reflects our cooperative values of democracy, equality, equity, self-help, self-responsibility and solidarity.

The Head Teacher has an "open door" policy and is easily accessible to all members of the school and the local community. We encourage parents to express their views on what goes on within the school and our complaints procedure is designed to ensure that all concerns or complaints are responded to sympathetically, effectively and fairly.

Our procedure for dealing with concerns and complaints has three main stages.

Stage 1 – The first contact

Any problem or concern should first be taken to the class teacher, or another relevant member of staff. Parents are always welcome to discuss their concerns with staff and some concerns will simply be a matter for these everyday conversations. However, if your concerns are not resolved in this way, within a mutually agreed time frame (usually about 10 days) you will be advised to make a complaint, in writing, to the Head Teacher.

Stage 2 – Referral to the Head Teacher for investigation

When a written complaint is received, it will be acknowledged, within 5 working days and school will aim to make a full response to the complaint within 20 days. The Head Teacher will provide an opportunity for you to meet with them, or with someone else who has been nominated to deal with the complaint. This meeting will take place as soon as possible and will clarify exactly what the complaint is about and what you think would help to put it right.

We expect most written complaints to be resolved at this stage, but if they are not, you will have a right to raise the matter with the Governing Body and our response to your complaint will give more information about this.

What if a complaint is about the Head Teacher? In the case of complaints about the Head Teacher, Stage 2 of this procedure will be followed, but instead of the Head Teacher, the Chair of Governors or another governor they nominate, will deal with the matter as set out here.

Stage 3 - Review by the Governing Body

Complaints will rarely reach this stage, but when they do so, the procedure will ensure that the Governor Review of the complaint is independent and impartial. The first step will be for the Chair to convene a Complaints Panel, which will include two governors and an independent person. This Panel will meet, with you and with others involved in the complaint. Details of this part of the procedure are set out in the complaints policy. The panel will then reach a decision, based on careful consideration of the complaint and all the evidence presented about it.