



Salisbury Primary School

Believe, learn, achieve

Complaints Policy

May 2016

1.1 Document Location

This document is located:

Teachers Datapool yes/æ

The school website yes/æ

1.2 Approvals

This document requires the following approvals.

Name	Signature	Title	Date of approval
<i>D Griffiths</i>		<i>Chair FGB</i>	<i>May 2015</i>

1.4 Distribution

This document has been distributed to:

Where	How	Date of Distribution

Salisbury Primary School

Complaints Procedure

2015

Complaints from staff

The Governing Body acknowledges that if complaints are received by Governors from members of staff, they should tell the staff members concerned that their complaint should always be directed to their manager or the Head Teacher in the first instance. Governors could also recommend that staff seek advice from their trade unions.

Complaints from parents and members of the public

Where Governors receive complaints directly from parents or members of the public, they will advise the complainants to follow this procedure. The School Governing Body agrees that such complaints will be dealt with as follows:

Informal Stage

Where appropriate, complaints should be dealt with informally by class teachers or the Head Teacher and all complainants should be encouraged to follow this route.

Stage One

If the complaint is not dealt with to the complainant's satisfaction at the Informal Stage or if the Informal Stage is not appropriate for any reason, the complaint should be directed to the Head Teacher. Where appropriate the Head Teacher will organise a meeting with the complainant to discuss the complaint and seek a mutually agreed resolution.

Stage Two

If the complaint is not resolved to the satisfaction of the complainant at Stage One, the complaint should be put in writing to the Chair of Governors who will investigate the matter (if necessary) either him or herself or will delegate the investigation process to another Governor. The Chair will review what steps were undertaken to resolve the matter at Stage One, as well as the outcome of any investigation. The Chair will then propose a resolution of the complaint in writing to the complainant. This decision is final.

Taking complaints outside the School

If you are still not satisfied with the outcome, you can raise your complaint directly with the DfE or with Ofsted.

Time Limits

The Head Teacher and the Governing Body undertake to handle complaints in a timely and efficient manner in order to achieve as swift a resolution as possible in all the circumstances.