



COMPLAINTS POLICY

This policy is being updated

Policy Approved: December 2017

Date to be reviewed: December 2019

Introduction

Broadmere Primary School Trust endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

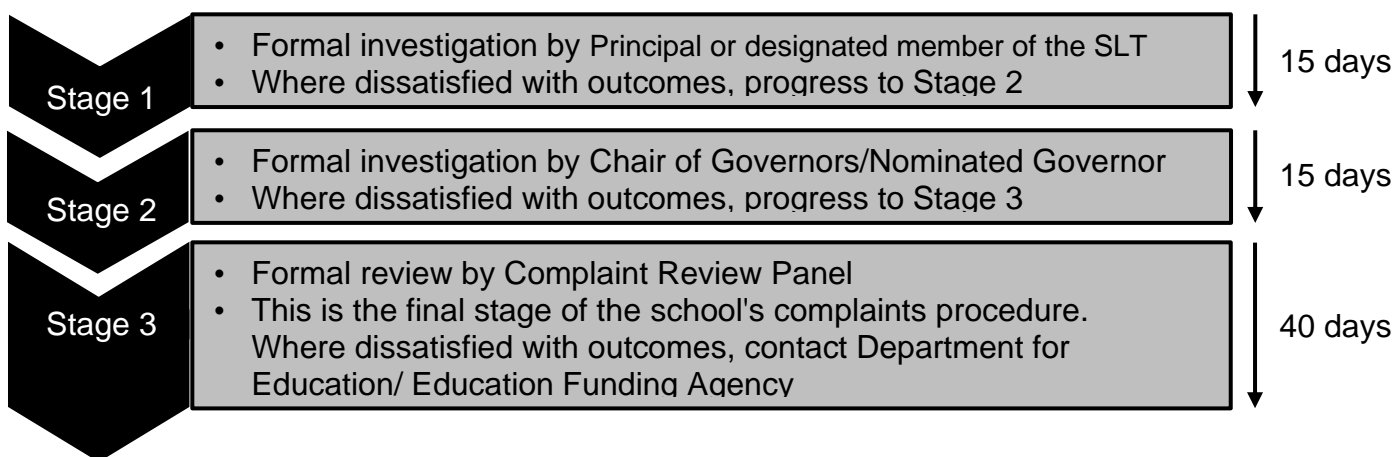
Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Broadmere Primary school Trust operates a three stage formal complaints procedure.

For more details about the formal complaints procedure, please see the *Broadmere & New Monument Multi Academy Trust Complaints Procedure* document available on the school website and/or on request from the school office.

Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.