



## *Complaints Procedures Policy 2018*

*As a Rights Respecting School, the core values of the UNICEF convention on the rights of the child underpin all that we do at Bridge farm Primary.*



*Policy Reviewed and agreed at the Safeguarding Committee Meeting dated:18/01/2017.*

*Policy Ratified by the Full Governing Meeting dated: 28/02/2017*

*Chair of Governors: .....*

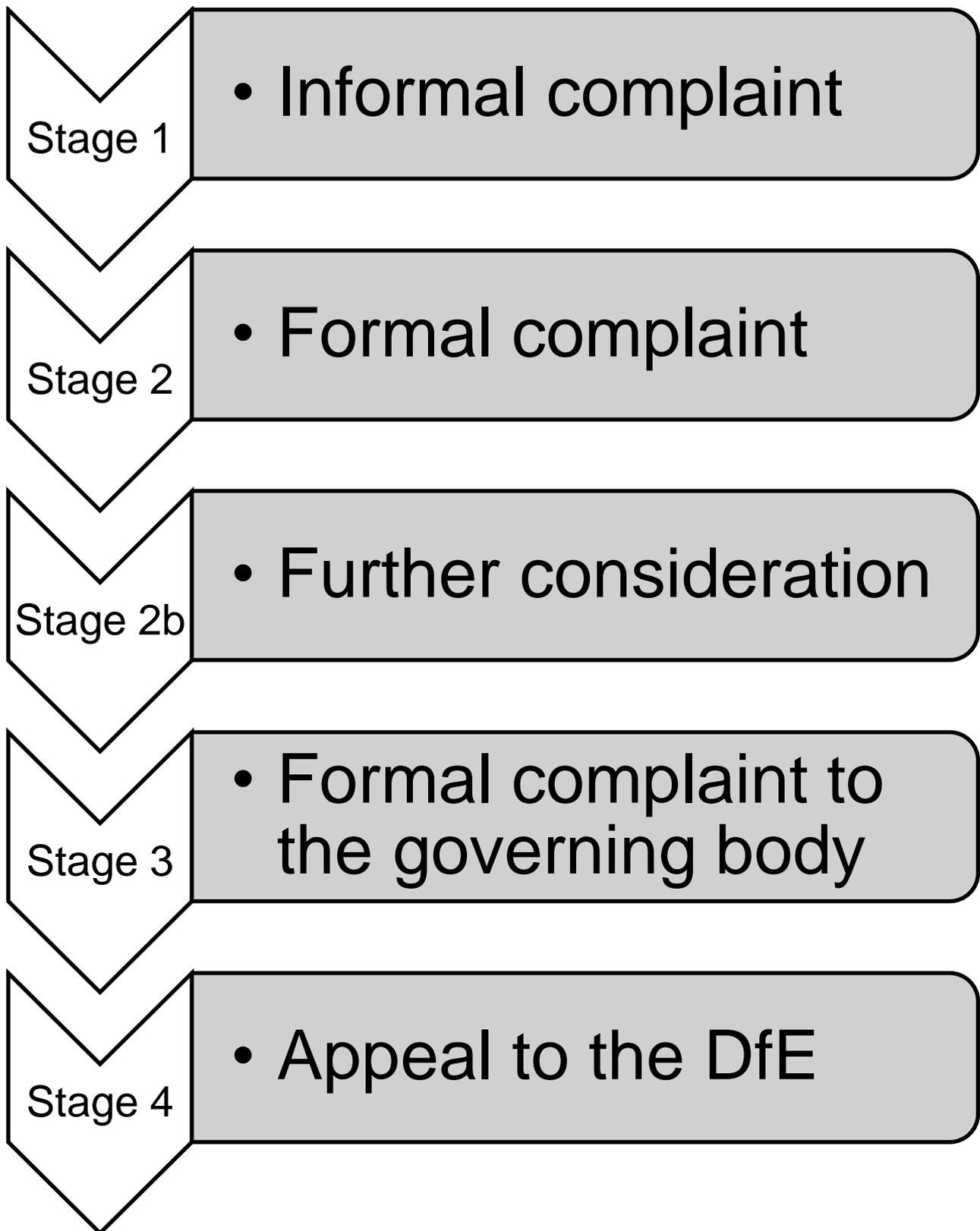
*Next Review date: Please see Policy Review Schedule*

## *What is a Complaint?*

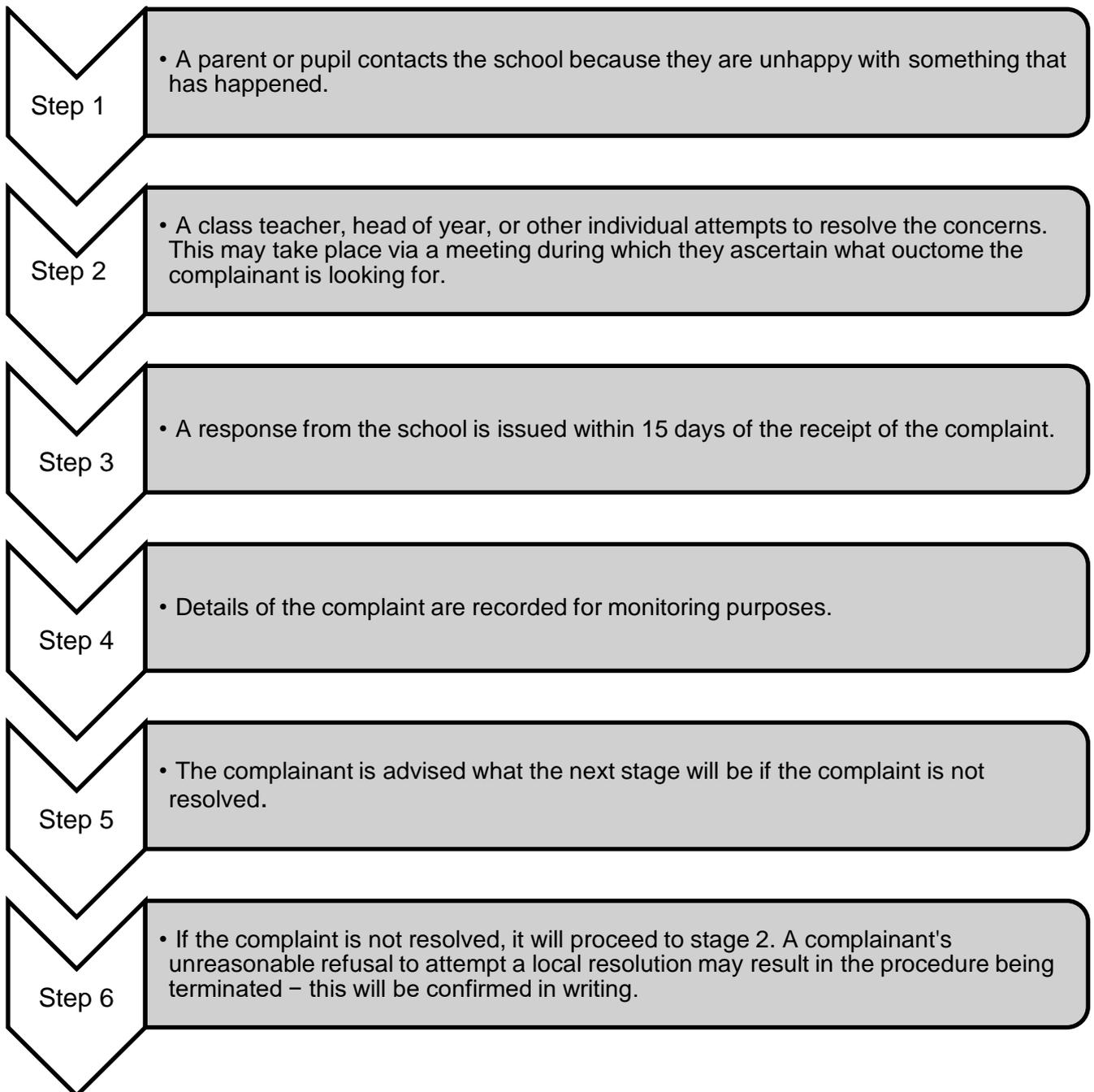
*A complaint is an expression of dissatisfaction or disquiet which may be about an event that has happened, failed to happen or the way in which something was handled.*

*The vast majority of concerns can be resolved informally. It is in everyones best interests that complaints are resolved at the earliest possible stage. This can usually be achieved through discussion and good communication. However, if you are not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed when attempts to resolve the issue are unsuccessful.*

Complaints procedure at-a-glance



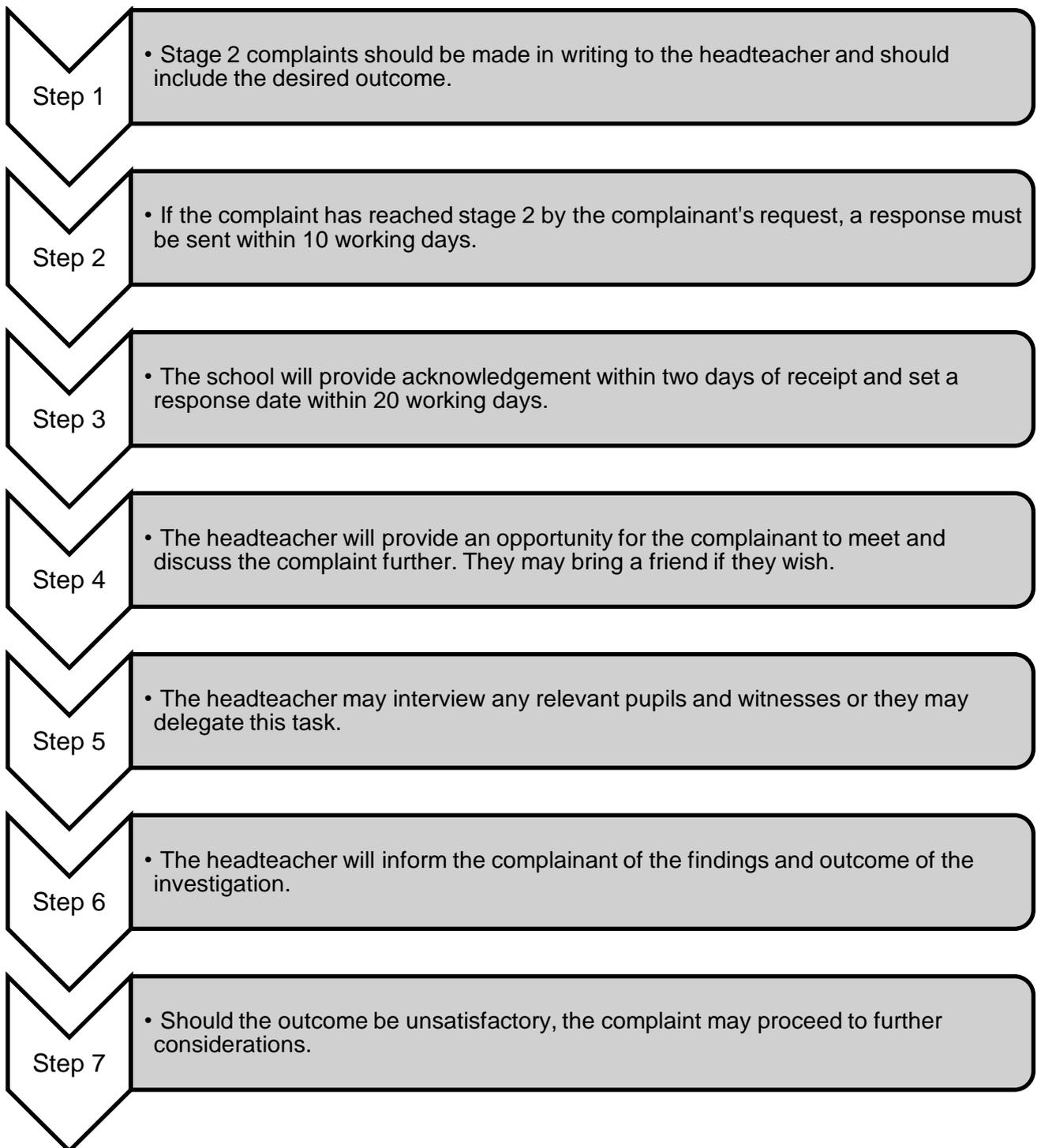
## Stage 1 – Informal complaint



### Considerations

*If the complaint is centered on a class teacher or any individual in a management role it will be proceed directly to stage 2, as it would be inappropriate for someone other than the Headteacher or deputy Headteacher to respond. The Headteacher can escalate the complaint to stage 2 at any time if they deem it appropriate.*

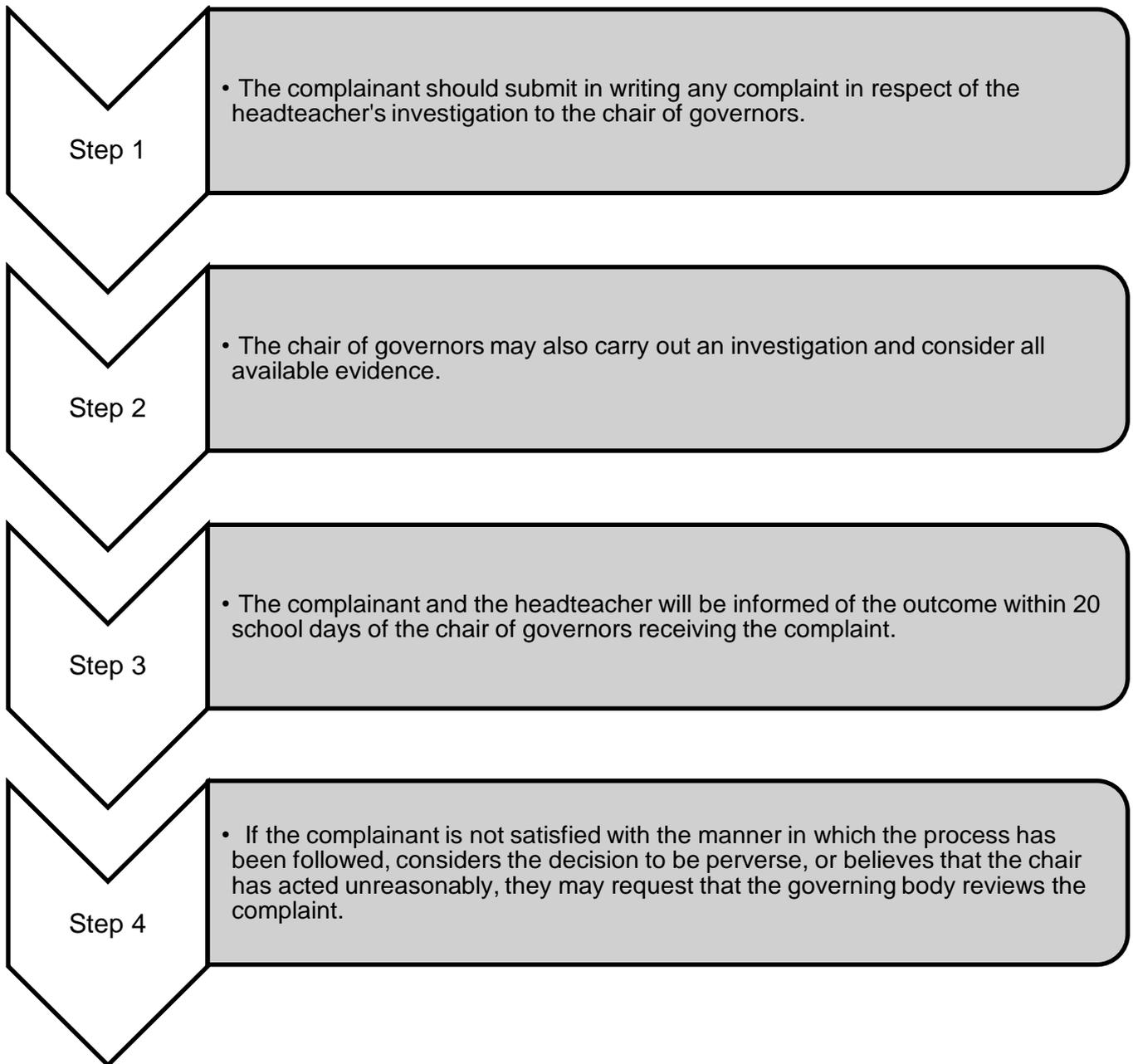
## Stage 2 – Formal complaint



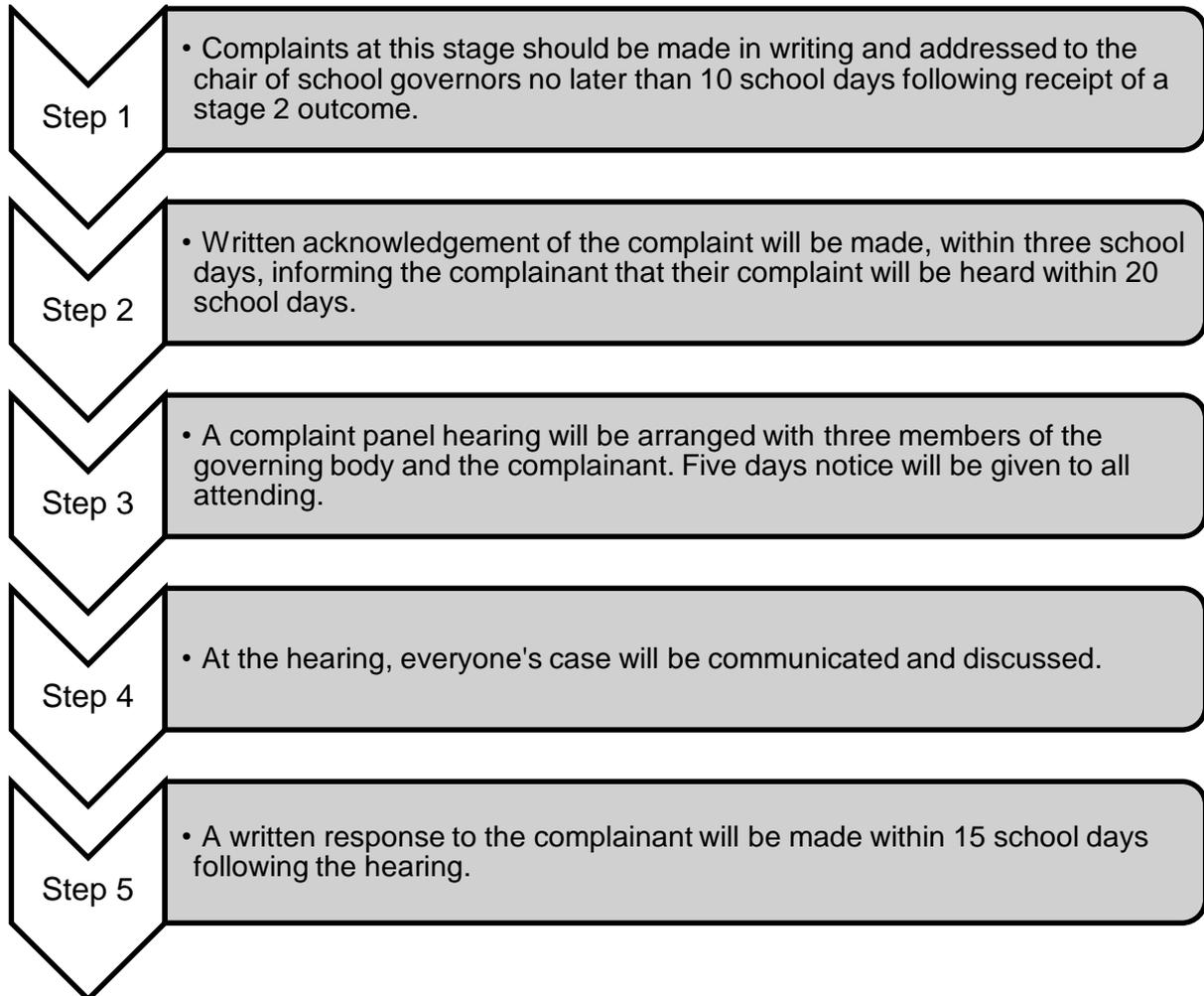
## Considerations

Should the complaint be regarding the Headteacher it may be prudent for it to precede directly to stage 3.

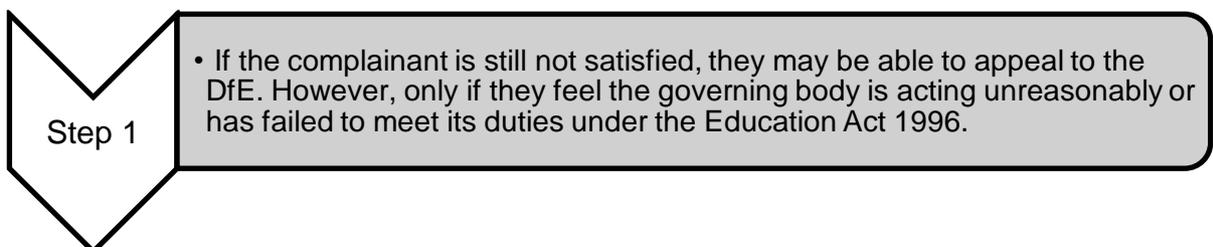
### Stage 2b – Further considerations



### *Stage 3 – Formal complaint to the governing body*



### *Stage 4 – Appeal to the DfE*



*In this case, the word “unreasonably” is used in a strict sense and means acting in a way that no reasonable school or governing body could act in the circumstances.*