



## **Broughton Moor Primary School Complaints and Appeals Procedure.**

Broughton Moor Primary School aims to provide the highest quality education and care for all our children. We offer a welcome to each individual child and family and provide a warm and caring environment in which all children can learn and develop. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and concerns. Our intention is to work in partnership with parents and the community and we welcome your views if you think we can improve the academic, personal or social education at school.

1. A parent who is uneasy about any aspect of the school's provision should first talk over these concerns with their child's teacher.
2. If the concern is not resolved, the Head teacher should be informed either in person or writing outlining the nature of the complaint. If the parent still considers that the complaint has not been dealt with to their satisfaction, the interested party may file a complaint against the school. This should be sent to the Chair of Governors.
3. Within ten days of receipt of the written complaint, two school representatives will meet with the complainant. The school will document the meeting and a written record will be provided to the complainant shortly after the meeting.
4. If after careful evaluation, the problem cannot be resolved through discussion, the complainant will be referred to the school governor's complaints committee.
5. The school will set up a complaint committee to review the matter further. The committee will be comprised of a least three individuals from the following categories: School Governors, Head Teacher, Teacher, LEA representatives, dependant on what or who the complaint is about. The committee will meet within 21 calendar days of receipt of the written complainant received by the Chair of Governors.
6. If more information from the complainant or other parties is needed, a letter will be written outlining the additional information needed and include a date by which it should be provided.
7. If no further information is needed, the complaint committee will discuss all the evidence that has been collected and make a decision about steps to be taken to correct the problem, or decide that the allegation was not warranted or based on fact. A letter regarding this decision will be sent to the complainant within fifteen (15) calendar days.
8. The complainant is required to try and resolve the problem by following the above process. If following this process the complainant is unsatisfied with the outcome, the matter may be referred to the Local Education Authority.
9. The school will maintain written records regarding all complaints for two years following the completion of the process.

We believe that most complaints can be sorted out at an early stage. We take all complaints seriously and deal with these fairly and in confidence.

Signed: P Brotherhood  
Head Teacher  
Review Date October 2017

Dated: 22<sup>nd</sup> October 2016