

complaint within ten working days. The Clerk will explain the format for the meeting when you will receive an outcome. It is extremely likely that the issue will be resolved.

Reasonable behaviour

At all times, parents and carers who have concerns are asked to treat school staff with courtesy and respect. The Governing Body will not accept aggressive or abusive behaviour towards any member of staff or governor. Should an individual display unacceptable behaviour they will be politely asked to leave the premises. Further action may be taken.

Contact details:

Head Teacher - Mr Paul Brown

Chair of Governors – Mr Terry Gibson

Should a parent wish to complain about how their complaint to the Academy was handled they can contact the Department for Education by:

Visiting their website and use the online complaints form or

By post to: Ministerial & Public Communications Division

Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD



**Brangsgore CE Primary School
Ringwood Road,
Brangsgore,
Christchurch,
Dorset
BH23 8JH**

**Telephone: 01425 672272
www.brangsgoreprimaryschool.co.uk**

Jan 2017



General Complaints Procedure – Guidance for Parents.



**Brangsgore CE Primary School
Ringwood Road,
Brangsgore,
Christchurch,
Dorset
BH23 8JH**

**Telephone: 01425 672272
www.brangsgoreprimaryschool.co.uk**

As a school, we are committed to encouraging the involvement of parents and carers in the school community and in the education of their children. We aim to promote positive relationships, yet recognise that from time to time parents may have problems or concerns which need to be addressed. It is important that both parents and the school are clear about what steps to take to enable difficulties to be resolved quickly and effectively in the interests of the child.

What to do if you have a concern:

Most concerns can be dealt with quickly and effectively through informal discussion with members of staff at the school, preferably your child's class teacher.

Class teachers are available by appointment at the end of the school day, an appointment can be made by contacting the school office. The school's Special Educational Needs Coordinator is available in the same way. If a more urgent response is required, a note to the teacher may be appropriate. **Please avoid speaking to the teacher first thing in the morning, as they are responsible for supervising the children at this time.**

If, having spoken to the class teacher, you feel that the problem has not been

resolved, you should seek help from the Head or Deputy Head Teacher. They are usually available between 8.40 am. and 9.00 am. daily. Alternatively an appointment can be booked via the office. The Head Teacher has responsibility for the day-to-day running of the school and will recognise that sometimes situations can be difficult and sensitive. It is highly likely that a problem will be resolved through discussion at this stage. It is possible that the Head or Deputy Head may need to investigate further and then discuss the outcome with you.

Please allow them time to fact find!

Good communication and discussion of problems allow issues to be dealt with very quickly. Dealing with matters informally does not mean that the concerns are not taken seriously, or that agreed actions will not be followed through.

Making a formal complaint:

A complaint becomes formal when you feel that an informal approach has not resolved your concern and where you feel that the concern is sufficiently serious to necessitate it being taken further. A formal complaint should be made using the Complaints Form, available on our website and from the school office. All investigations resulting from

this will be documented by the school. If the complaint itself relates to the Head Teacher, then the complaint will need to be addressed to the Chair of the Governing Body. You can expect to receive written acknowledgement of your complaint from the school within three working days and an estimated date by which you can expect a full response. You will be given the opportunity to supply any information that you consider relevant. The Head Teacher will take the appropriate steps to investigate the matter and will keep written records. You will then receive a full written response from the Head Teacher, which will include an explanation of the decision that has been reached, the reasons for the decision and the actions necessary to resolve your complaint.

The Appeals Panel:

It is extremely rare for a complaint to reach this stage, but if it does, the next step involves an independent and impartial review by a panel from the Governing Body. You should write to the Governing Body, requesting that your complaint proceeds to this stage. The Clerk will acknowledge receipt of your complaint and will explain that a panel, consisting of three Governors who have had no prior involvement in the matter in question, will meet to review your