



Greenfield & Pulloxhill Academy

Complaints Procedure

Rationale

Our schools are, friendly village schools where we operate an open door policy regarding communication between staff, the children and their families.

Aims

We encourage all children and family members to feel able to approach the staff, Head teacher and any other responsible adult regarding any issues that may affect the children's education.

Procedures

1. General complaints about school related matters should be notified to school in person or by telephone, email or in writing, explaining the issue.
2. If a complaint is concerning a pupil, you may write or telephone the school, or make an appointment to see the appropriate teacher or Head teacher.
3. If a complaint is concerning a member of staff you may write or telephone the school to make an appointment to see the Head Teacher.
4. If after receiving a response to your complaint you are dissatisfied with the response, you may write to the Chair of Governors via the school.

History of Document

Issue No.	Author/Owner	Date Reviewed	Approved by Governors	Comments
1	Curriculum Committee	February 2012	February 2012	
2	Curriculum Committee	July 2016	July 2016	3 yearly – July 2019