

Policy 8

COMPLAINTS PROCEDURE STATEMENT

Ratified by Governors February 2019

Rationale

- Feedback is an important component in self evaluation and raising standards and consequently all stakeholders should be able to express their opinions to the school. Effective communication is a central tenet when dealing with informal and formal queries: the underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures in order to address the issue at hand rather than seek redress.

Statement of Intent

- Create an environment of open communication that seeks to engage stakeholders
- Provide a simple and effective process for communication in order to seek resolution
- Encourage resolution of problems by informal means wherever possible but allow for formal escalation processes
- Allow confidential swift handling with established time-limits for action and keeping people informed of the progress
- Due to statutory regulations, this policy does not relate to staff grievances, allegations of abuse or SEND provision

Strategies

- Articulate the 3 stage procedure to all stakeholders
- Summary of complaints to be reported in the Headteacher's Report
- Annual monitoring of complaints to aid self evaluation

Frequency – Annually

Review Date – Spring 2020