



Complaints Policy

Reviewed and revised: March 2010

Next review: March 2013

Philosophy (We believe that.....)

- Parents should be actively encouraged to raise any issues or concerns that they have with the school, where possible, initially with the class teacher and as soon as possible.
- Parents should next talk to the Head Teacher.
- Parents need to be able to have alternative course of action if they are not satisfied with the outcomes from these initial meetings through firstly Governors and then the county, should this become necessary.

Principles (We therefore intend to.....)

- Provide parents with a forum in which to raise concerns.
- Listen to parental issues and concerns and attempt to resolve them through reasoned discussion and compromise.
- Make the route for complaints clear and transparent- through the provision of county materials.

Procedures (This will be managed by....)

- Offering the monthly Parents Forum.
- Head Teacher's open door policy.
- Displaying the policy on the school website.
- This policy and county procedures - ensuring that all know correct the procedures to follow.

Performance (We can monitor performance by.....)

- Monitoring how often parental complaints go beyond the Head Teacher level.

Associated Policies for Staff

- Portesbery School Grievance Policy and Procedure
- [Portesbery School Policy and Procedure for Fairness and Dignity at work](#)