

## **Procedure for Dealing with Complaints**

If any parents have a complaint, including those whose children have SEND, the following procedure should be followed; this will ensure that the complaint is dealt with in a speedy and satisfactory way.

### **Stage 1 - Talk to the teacher**

1. First of all make an appointment to see the class teacher, most complaints can be resolved by your child's class teacher. Please do not try to see the teacher during the school teaching day when they are taking or preparing lessons. The class teacher will know your child well and may know the details of any incident about which you may have a concern. If you feel your complaint has not been dealt with, then go to Stage Two.

### **Stage 2 - Meet the Headteacher**

2. This can only happen if you have been through Stage One. However we do recognise that some complaints may go straight to the head teacher because of the nature or seriousness of them.  
The school office will arrange an appointment for you to meet with the head teacher or another senior member of staff, who will investigate the complaint. The school will then write or meet with you within five working days of the meeting setting out its response. It is hoped that the decision will satisfy you. However if you cannot accept what the school says, then go to Stage Three.

### **Stage 3 - Go to the Governors**

3. This can only happen if you have been through both Stage One and Stage Two. If you feel that your complaint has not been properly dealt with then you should write to the chair of Governors, Ms June Thomas with details of your complaint, within ten working days of getting the head teacher's decision. Your letter should be sent via the school office.  
A committee of governors will review your complaint. Afterwards, they will write back telling you their decision. This stage should take no more than 15 working days to complete.

At Plaistow we aim to be accessible to parents so that issues of concern can be raised with teachers and other staff in the school before getting to the "complaint stage."

*Plaistow Primary School & Children's Centre seeks to put the child at the heart of the learning process and to provide a safe and secure learning environment. It seeks to implement the underlying principles of the Every Child Matters Agenda and is committed to the safeguarding of all pupils.*

*It is essential that the person reading this policy has familiarised themselves with the policies and procedures relating to the safeguarding of children*

Next review date: Spring Term 2019