



Complaints Policy

Rationale:

To help the Board, parents, staff and pupils manage difficult situations effectively and to benefit the school and pupils through a clear understanding of procedures to be followed in such situations.

Guidelines:

Complaints

1. In all cases concerns or queries should be raised directly with the person concerned if at all possible, e.g. teacher, principal, support staff.
2. If issues remain unresolved then the matter should be raised with the team leaders or deputy principal.
3. If issues still remain unresolved then the matter should be raised with the principal.
4. If the matter is still unresolved the Board Chairperson should be informed.
5. Where matters are referred to the Board Chairperson, he or she will decide what further action to take bearing in mind:
 - a. The need to deal with the matter in a way most likely to lead to an outcome fair and acceptable to all parties concerned.
 - b. The need to inform the Board of matters for which it has direct responsibility.
 - c. The need to see school management matters wherever possible resolved within the school.
 - d. Acknowledgement of the complaint will be within 2 working days of receipt of complaint. Initial report must be back within 20 working days. If still unresolved, the timeframe to completion of the issue may be extended for a further 20 working days.

Communications with the media

1. Matters relating to school governance, will be by or with the specific approval of the Board Chairperson.
2. Matters related to the day-to-day management of the school will be by, or with, the specific approval of the principal.

This policy is approved by the Greenhithe School Board of Trustees

Signed:
Board of Trustees Chairman

Date:

Review Date: