



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:

Responding to 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 and will be acknowledged within 2 working days.
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 Presiding Member should be informed.
5. Where matters are referred to the Board Presiding Member, 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 (has been taken to the board) 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.
 - e. If there is no further correspondence once the initial report has been acknowledged, the issue will be closed after 5 working days.

Communications with the media

1. Matters relating to school governance, will be by or with the specific approval of the Board Presiding Member.
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 to be reviewed every 2 years by the Board in accordance with the self review timetable.

This policy is approved by the Board of Greenhithe School

Signed:
Board Presiding Member

Date:

Review Date: