

# Complaints Policy Prior Heath Infant School

Autumn Term 2016



SURREY

# PRIOR HEATH INFANT SCHOOL POLICY AND PROCEDURES STATEMENT

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**TITLE: Prior Heath Complaints Policy  
Responding to concerns about our  
School (based on Surrey model  
November 2015)**

**DATE: November 2016  
REVIEW: November 2017**

**APPROVED/MONITORED BY: Resource Committee  
AGREED BY: WHOLE SCHOOL STAFF and GOVERNORS**

## **Introduction**

Prior Heath Infant School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

This policy statement sets out the school's approach to dealing with concerns and complaints. For more detailed guidance on the complaints procedures please see *Prior Heath Complaints Procedures 2016* which can be found on our website link:  
<http://priorheathinfant.co.uk/parents/policies/>

- We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
- We welcome feedback on what parents feel we do well, or not so well. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
- We endeavour to keep parents informed about all aspects of school life in a variety of ways including parents' evenings, reports, newsletters, school website etc. We regularly seek parental feedback through parent questionnaires, the School Development Planning meeting for the school community, year group information meetings, workshops etc.
- We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately (for example via social networking sites) or in front of pupils.
- All school staff and governors will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required. The school's procedures will be reviewed regularly and updated as necessary.

- Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or for specific groups.

## Procedure

Prior Heath Infant School operates a three stage formal complaints procedure, outlined below. For more information please refer to the Prior Heath Infant School Complaints Procedure document.

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the following procedure as detailed below. **All timescales refer to school working days ie excluding weekends, school holidays etc.**

## Timeline for formal complaints

