



# Trent Church of England Primary School

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## Complaints Policy and summary of procedure

**Trent Church of England Primary School**

Complaints Procedure

We want to ensure that all our pupils make the most of their time in school. We want them to learn, to participate in activities in school and to enjoy their education. If things go wrong, it is important that you get in touch with us immediately especially if you wish to express a concern or wish to complain.

## **Guide for parents expressing a concern**

**During the time your child is at Trent Church of England, if you have any concern about any aspect of school life, we need to share about it from you and will do our best to listen and resolve the situation.**

**We wish to assure you that whatever the area of concern you may have, our support and respect for you and your child whilst they are with us will not be harmed in any way.**

**If you have a concern, please let us know early – it is difficult to investigate an incident properly that happened even two or three days ago.**

**When we have heard your concern we will act as quickly as we can to resolve the situation.**

### **Informal**

Most concerns will be at the 'informal' state. Parents are invited to make an appointment at a mutually convenient time to discuss with the class teacher any complaints that concern:

- Your child's work
- Your child's behaviour
- Another pupil's behaviour towards your child
- Disciplinary matter
- A problem with an end of term report

If you are not satisfied with the outcome of the meeting with the class teacher or if the matter concerns:

- The teaching of a member of staff
- The behaviour of a member of staff
- The school arrangements or procedures
- SATs or other test results
- All matters relating to special needs

then please make an appointment to see the Key Stage Manager or the Deputy Head. If you are still unhappy then please ask the Office for an appointment with the Head Teacher. When making an appointment to see the Head Teacher, it would be helpful if you could give a brief outline of your concern prior to the meeting so that all the relevant information can be available for an early resolution to the concern / complaint.

Hopefully at any previous meetings you will have had the opportunity to discuss options for resolving your concern. The Head Teacher will investigate the matter and will inform you of the outcome of the investigation.

**Usually all problems can be resolved at the informal level, but if necessary there is the opportunity to go on to the formal level.**

### **Formal**

To enter the formal stage you must write to the Chair of the Governing Body addressing the letter to the school. You will receive a letter of acknowledgement within 5 days. The Chair of the Governing Body (or a designated governor) will carry out an investigation and will send a written summary of his/her findings to you, with his/her decision within 15 school days.

If you are not satisfied with the outcome, then you are entitled, within the following 15 days, to refer

the matter to the Governing Body Complaints Committee. Once again, the Committee will independently consider the complaint and will inform you of their decision within 15 school days.

If you are still not satisfied, you may notify the Chair of the Governing Body that you wish to appeal against the decision of the Governing Body's Complaints Committee. Please do this within 15 days. The Appeals Committee may include Governors from another school. Together, this committee will decide whether or not to uphold the decision of the Complaints Committee and will notify the parents of the decision within 15 days.

If the Governing Body cannot resolve the complaint it will be referred to the LDBs (the London Diocese Board for Schools).

We will do our best to ensure that your concern is dealt with quickly and efficiently, without there being a need to follow the complaints procedure to its end. However this procedure exists to protect both yourselves and the school staff.

Our Complaints Procedure will follow:

**[LDBS Guidance for Parental Complaints](#)**

**[LDBS Policy for dealing with persistent or vexatious complaints/harassment in diocesan schools.](#)**