



WRAY COMMON PRIMARY SCHOOL

This policy has been adopted following guidance from Surrey County Council

Complaints Policy

Introduction

Wray Common Primary 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

Procedure

Wray Common Primary School operates a four stage complaints procedure, outlined below. For more information please refer to the school's Complaints Procedure document.

Stage 1: Raising Concerns

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, the complaint will be dealt with formally as follows:

Stage 2: Formal Investigation by Staff Member ↓15 days

Where dissatisfied with outcomes, progress to Stage 3

Stage 3: Formal Investigation by Headteacher/SLT member ↓15 days

Where dissatisfied with outcomes, progress to Stage 4

Stage 4: Formal Appeal to Panel of Governors

This is the final stage of the school's complaints procedure.

Where dissatisfied with outcomes, contact the Department for Education/
Education Funding Agency ↓40 days

All timelines refer to school working days i.e. excluding weekends, school holidays etc.

Approved by Governing Body.....24.01.2017.....

Review Date.....Spring 2019.....