



*Nurturing &  
growing together*

## **GOVERNORS OF STAR PRIMARY SCHOOL**

### **Complaints Policy**

#### **School Mission Statement:**

*At Star Primary School we believe that everyone is equally loved and accepted.*

*Acknowledging the diversity of our community, we...*

- *Provide a broad and balance curriculum encouraging every child to take the opportunity to achieve their full potential;*
- *Nurture positive home, school and community relationships;*
- *Promote tolerance and respect for all people and the world we live in.*

By order of the Governing Body of Star Primary School

(Signed) \_\_\_\_\_ Dated \_\_\_\_\_  
(Head Teacher)

(Signed) \_\_\_\_\_ Dated \_\_\_\_\_  
(Governor)

**Policy Date: January 2017**

**Review Date: January 2020**

## **General**

We value warm relationships with parents and enjoy working with you to enable your child to reach their full potential. We want your child to be happy and safe at Star. We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way.

Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

We receive very few complaints however we recognise that sometimes things may not go as we would all wish and you may feel that we have fallen short of our high standards; be dissatisfied or require clarification of school matters.

Most issues can be solved quickly and easily, when and if, they arise and we ask you to follow the steps detailed below.

### **Step 1 – Talk to the Teacher**

The first thing to do is to talk to the teacher involved. You will need to make an appointment at the School Office to do this, especially if the complaint is complicated or likely to take a while to resolve. Please do not try to see the teacher during the school day as they will be teaching at this time.

### **Step 2 – Meet the Phase Group Leader =**

#### **Assistant Head EYFS: Mr Carbutt**

**KS1: Mrs Poulteney**

**LKS2: Mrs Jennings**

**UKS2: Mrs Spencer**

This should happen if step 1 has been completed or if the issue is particularly serious or urgent. The Assistant Head Teachers are available before and after school and can be seen in the school playground.

### **Step 3 – Meet with the Deputy Head Teacher's if the issue deems necessary**

**Mrs Ormerod, Mrs Spencer, Mrs Poulteney**

Appointments to be made via the school office.

## **Step 4 – Meet with the Head Teacher**

Arrange to meet with the Head Teacher if Steps 1-3 have been completed or if the issue is particularly serious or urgent. The school office will arrange an appointment.

We hope that all issues may be resolved, however in the event you feel that this is not the case; you can go to Step 5.

## **Step 5 – Go to the Governors**

The complaint can then go to the School's Governors. This can happen if you have gone through Steps 1-4. You can write a letter to Governors care of the school to explain your concerns. You may use the attached form if you prefer. The Governors will either respond in writing or arrange a meeting with at least two of the Governors. They will then write back telling you their conclusions.

# Complaint to Governor: Step 5 Formal Concern Form

<b>Name:</b>	
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<b>Address:</b>	
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<b>Telephone:</b>	
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<b>What concern do you wish to raise?</b>

<b>Have you spoken to the Class Teacher?</b>	<b>YES</b>	<b>NO</b>
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<b>When did you do this?</b>	<b>Date:</b>
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<b>What happened when you spoke to the Class Teacher?</b>

<b>Have you spoken to the Phase Group Leader=Assistant Head / Deputy Headteacher?</b>	<b>YES</b>	<b>NO</b>
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<b>When did you do this?</b>	<b>Date:</b>
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<b>What happened when you spoke to the Phase Group Leader=Assistant Head / Deputy Headteacher?</b>
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<b>Have you spoken to the Headteacher?</b>	<b>YES</b>	<b>NO</b>
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<b>When did you do this?</b>	<b>Date:</b>
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<b>What happened when you spoke to the Headteacher?</b>
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<b>What would you like us to do to put things right?</b>
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Signed	
Date	

**Please return this form to the Chair of Governors, c/o Star Primary School**