



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.*



Star Primary School, Hilda Road, London, E16 4NH T:
02074765336 E: info@star.newham.sch.uk

Article 3 The best interests of the child must be a top priority in all decisions and actions that affect children.

Article 12 Every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously. This right applies at all times, for example during immigration proceedings, housing decisions or the child's day-to-day home life.

Article 13 Every child must be free to express their thoughts and opinions and to access all kinds of information, as long as it is within the law.

Article 28 Every child has the right to an education. Primary education must be free and different forms of secondary education must be available to every child. Discipline in schools should respect children's dignity and their rights. Richer countries must help poorer countries achieve this.

Complaints Policy

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:

Ms Borley

KS1:

Mr Ramonet

LKS2:

Mrs Poulteney or Mrs Jennings

UKS2:

Ms Williams

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 if the issue deems necessary

Mrs Poulteney, Mr Carbutt, Mrs Jennings

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

--	--

--	--

--	--

--

Have you spoken to the Class Teacher?	YES	NO
--	------------	-----------

--	--

--

Have you spoken to the Phase Group Leader=Assistant Head / Deputy Head Teacher?	YES	NO
--	------------	-----------

--	--

--

Have you spoken to the Head Teacher?	YES	NO
---	------------	-----------

--	--

--

--

Signed	
Date	

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

By order of the Governing Body of Star Primary School

(Signed) _____ Dated _____

(Head Teacher)

(Signed) _____ Dated _____

(Governor)

Policy Date: Autumn 2019

Review Date: Autumn 2021