



## Star Primary School Complaints Policy

**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.



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

# Complaints Policy

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## 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. L Borley

KS1: Mrs Bagheri

Lower KS2: Mr Ramonet

Upper KS2: 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**

**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

Name:		
Name of child:		
Child’s class:		
Have you spoken to the class teacher? (Please circle)	Yes	No
Any notes or comments regarding discussion with class teacher.		
Have you spoken to the Assistant Head Teacher? (Please circle)	Yes	No
Any notes or comments regarding discussion with Assistant Head Teacher.		

Have you spoken to the Deputy Head Teacher? (Please circle)	Yes	No
Any notes or comments regarding discussion with Deputy Head Teacher.		
Have you spoken to the Head Teacher? (Please circle)	Yes	No
Any notes or comments regarding discussion with Head Teacher.		
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 2022**  
**Review Date: Autumn 2025**