

Complaints Policy

Annex 2 - Informal Arrangements

If a parent is concerned about anything to do with any aspect of the school or its organisation, they should in the first instance discuss the matter with the school and attempt to resolve the issue amicably BEFORE resorting to follow the formal procedure. In most cases we are confident that we can resolve any concerns or issues by simply talking them through face to face.

The class teacher and other members of staff can deal with many concerns to the satisfaction of the complainant, without needing to deal with it formally. We value informal meetings and telephone discussions as a way of improving our procedures and relations with parents.

Initially a meeting should be arranged via the school office, with the member of staff concerned, to share the issue. Depending on the circumstances of the complaint, it may be considered appropriate for the headteacher, or one of the senior leadership team, to discuss it with the complainant as an informal complaint. This meeting would be held in the spirit of attempting to resolve the matter in an amicable manner. In the unlikely event that the concern is not resolved it should move to the formal stage outlined in the policy.

School contact

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