

Bilston CE Primary School

Compliments and Complaints Policy for Parents and Carers

1. Aims

To provide an open approach to receiving the views of our stakeholders

To provide a clear and open manner to receive and act on complaints

2. Procedure

Stakeholders are welcome to make compliments or complaints to any member of staff, this is particularly important to allow parents who visit the School at early or later times of the day to express their views.

Compliments

Positive comments received from stakeholders including those received from parents and children are recorded in the "letters of support" folder with the member of staff receiving the compliment asking the stakeholder to record their thoughts and provide their compliment in writing.

Complaints

Serious complaints should always be raised with a senior member of staff either the:

- * Headteacher
- * Deputy Headteacher
- * Administration Co-ordinator / Office Staff

If appropriate all complaints will be referred to the Headteacher who will take appropriate action to try to resolve the matter. If a satisfactory conclusion is not reached, the complaint will be referred to the Governing body. If the matter remains unsolved, the complaint will be forwarded to the Director of Children and Young People. Complaints can be made in verbal or written form.

Parents/Guardians are also able to raise concerns about the childcare at the School directly with Ofsted. Ofsted advise parents to address their concerns firstly with the Headteacher, however they are free to contact Ofsted for further advice or if their concerns are not resolved.

Enquires:

The National Business Unit,

Ofsted

Royal Exchange Buildings,

St Ann's Square,

Manchester,

M2 7LA

Tel: 08456 40 40 45

This Policy was adopted by the Governing Body on.....

SignedChair of Governors Date.....

To be reviewed annually

Next review date.....