



# **Complaints Policy**

Thackley Primary School

April 2016

## **Complaints Policy**

We believe that Thackley Primary School provides an excellent education and that the Governors, Executive Head, Head of School and all staff work very hard to build positive relationships with all parents and others. However, we are obliged under the School Standards and Framework Act to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

### **Aims**

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.

### **Procedure**

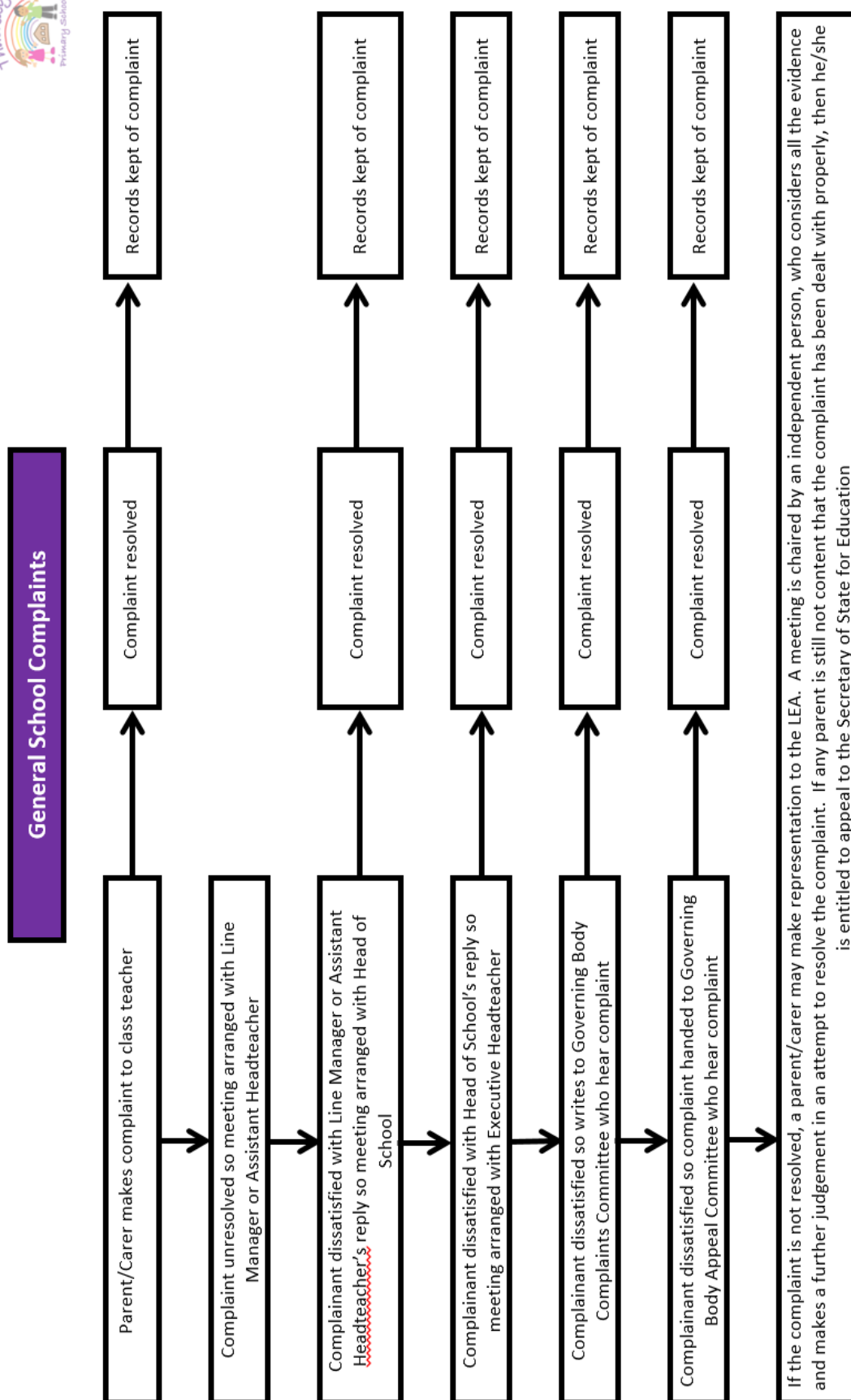
- See General School Complaints Flow Chart
- Complaint against the Executive Head or Head of School Flow Chart

### **Monitoring and Review**

- The Head of School and Executive Head log all complaints received by the school and records how they were resolved. Governors discuss this log regularly.
- A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

Date of Policy: 22.4.16  
Ratified by Governors:  
Next Review: 04.2015



## Complaint against the Head of School or Executive Headteacher

