

# Lapage Primary School and Nursery



**Working Together We Achieve**

*Working together with our community to raise the aspirations and achievement of all pupils, we will build the skills for successful citizenship*

<b>Title of Policy</b>	Complaints
<b>Date of adoption</b>	January 2016
<b>Originator</b>	Wahid Zaman
<b>Date of review</b>	January 2019
<b>Additional information</b>	Headteacher : Wahid Zaman Clerk to Governors : Tracy Isherwood Chair of Governors : Rizwan Rehman

- We believe that stakeholders should have a positive and respectful experience that values and maximises their contribution to community learning;
- We believe that we should have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides;
- We believe that the school needs to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.

Therefore:

- We will encourage resolution of problems by informal means whenever possible.
- We will publish a school's complaints procedure that will be easily available to everyone.
- We will ensure the procedure is simple to understand and use.
- We will ensure the procedure is written in plain English.
- We will ensure the procedure is impartial and non-adversarial.
- We will handle concerns, if at all possible, without the need for formal procedures.
- We will nominate the Headteacher to have responsibility for the operation and management of the school complaints procedure.
- We will ensure a full and fair investigation by an independent person.
- We will allow a swift handling with established time limits and keeping people informed of the progress of the complaint.
- We will respect people's desire for confidentiality.
- We will address all the points at issue and provide an effective response and appropriate redress, where necessary.
- We will provide information to the school's Senior Leadership Team and Governing Body, so that services can be improved.