

TAVISTOCK INFANT SCHOOL

COMPLAINTS POLICY & PROCEDURES

POLICY

The aim of Tavistock Infants School is to provide for our pupils the very best education possible within the framework of the National Curriculum and within a safe, happy and caring environment. Our policy is to offer parents and other stakeholders the best possible service should they consider we are failing in our duties and responsibilities towards themselves or the children in our care and wish to make a complaint.

Complainants will be given a fair, sympathetic and prompt response to any query or complaint. If at all possible an immediate response should be offered to reach a satisfactory conclusion to any complaint. Our policy is to respond to all complaints within five working days.

PROCEDURES

1. In the case of a parent having concerns regarding their child's performance, attainment, behaviour, discipline and attendance or to question the teaching methods or school policies the following shall apply.
 - 1.1 Initial contact will be the class teacher.
 - 1.2 If complainant is not satisfied an appointment should be made to see the Head. In the Head's absence the Deputy should be contacted.
 - 1.3 If still not satisfied the complainant should be referred to the Chair of Governors, ideally in writing.
 - 1.4 Should the complaint remain unresolved the Local Education Authority [LEA] will be the next point of contact.

2. In the case of a parent having concerns regarding the school's provision and delivery of the National Curriculum the following shall apply.
 - 2.1 Initial contact will be with the Headteacher, preferably in writing.
 - 2.2. If not satisfied with the response contact the Chair of Governors in writing.
 - 2.3. The LEA will be the next point of contact if the complainant is still unsatisfied with the school's response.

3. In the event of any parent or other stakeholder having a complaint regarding the Headteacher, Governing Body or individual Governor the following shall apply.
 - 3.1 The initial contact shall be writing to the Chair of Governors or LEA in the case of the Chair.
 - 3.2 The LEA will be the next contact point should the complaint remain unresolved

4. Complaints regarding admissions, pupil suspension and exclusion, Special Educational Needs and equal opportunities are covered by separate policies and in all instances the Headteacher is the initial point of contact.

The Parent Partnership Service is available to support parents. They can be contacted on 01962 845794

In all cases of dispute with the school concerning Education Law the complainant would have final recourse to the Secretary of State for Education & Employment at the DfEE.

The addresses for the DfEE and the Local Education Authority are available from the school office.