



# **The Reginald Mitchell Primary**

## **Complaints Policy**

## **Rationale**

Your school would like to hear from you if you:

- Are happy with the service it provides and would like to compliment the staff and its pupils:
- Have any suggestions about how the school can improve the quality of its provision:
- Have a complaint or concern. All complaints will be taken seriously and given full and proper consideration.

## **Expressing approval**

When things go well, it is very helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for your child. Positive feedback really helps.

To express your approval you can write, telephone, email or speak personally to staff concerned or the Associate Headteacher. Your words will be appreciated.

## **Expressing concerns**

We are committed to providing a high quality service for your child. Sometimes things may go wrong which may lead you to express concerns.

Any concerns should be raised with your child's class teacher. We hope that in the vast majority of instances this would be sufficient to resolve the difficulty.

## **Making a formal complaint**

If it has not been possible to resolve a difficulty informally via the classteacher then you can ask to use the formal complaints procedure.

- **Step 1 – the Associate Headteacher**  
Having discussed your concerns you may feel it necessary to inform the Associate Headteacher that you wish to make a formal complaint. You can do this by telephoning, writing a letter or arranging an appointment to meet him. You will receive a written response.
- **Step 2 – the Executive Headteacher**  
Having discussed your concerns you may feel it necessary to inform the Executive Headteacher that you wish to make a formal complaint. You can do this by telephoning, writing a letter or arranging an appointment to meet her. You will receive a written response.
- **Step 3 – the Governing Body**  
If you are dissatisfied with the response from the Executive Headteacher you can make a formal complaint to the Governing Body (GB). This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors, Mrs S. Blood (CofG) via the School Office.

You will receive a written response from the Governing Body within 7 days.

If you are unhappy with the response received from the school Governing Body you can then appeal to the Secretary of State for Education.

Please use the hyperlink below to access further information which may assist you in making a complaint.

<https://www.gov.uk/complain-about-school>