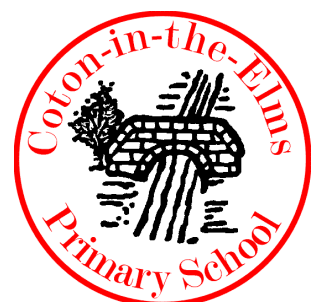


# **Coton-in-the-Elms Primary School**

## **School Complaints Procedure**

Last Reviewed: FGB 26 11 15



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# **1. Coton Primary School Complaints Procedure**

## **2. Overview**

The staff and governors of Coton primary school are committed to providing the highest levels of education and care available to all of the children who attend our school. There will however be occasions when you feel that either the school is not achieving this aim or that you need to discuss some aspect of your child's education with the school.

The purpose of this document is to define the procedures that you should follow such that any concerns or dissatisfaction that you may have regarding the school or the welfare of your child are dealt with as speedily as possible.

## **3. Step 1**

In the great majority of cases problems can be most easily resolved by an informal discussion with the class teacher who should be your first point of contact in any matter regarding your child. This can normally done at the end of the school day or if a more detailed or confidential discussion is required you should telephone the school (01283 761361) in advance to make an appointment at a time convenient to both yourself and the member of staff concerned.

## **4. Step 2**

If you are unhappy for any reason about raising the matter with the class teacher the head teacher is always ready to discuss any matter with you personally. Again, this discussion can normally take place either informally at the end of the school day or by appointment as described above.

## **5. Step 3**

In the event that neither of the above two options is suitable then you have the right to either write or speak directly to, one of the school governors. (A full list of the names and addresses of the board of governors is available from the school secretary).

Any matters raised in this way will be passed to the Chair of Governors for action who will deal with the matter straight away if it is urgent.

If the matter is not urgent then it will be addressed during the fortnightly meeting held between the Chair of Governors and the head teacher during term-time.

## **6. Summary**

We hope that this document will enable you to quickly and effectively raise and resolve any issues you may have about any aspect of your child's education or wellbeing.

Please be assured that if either you or your child is unhappy in any way with either the standard of education or care that we provide then:

**We want to hear about it as soon as possible.**

Remember, until we are aware of a problem it is impossible for us to resolve it and a minor problem or concern that is left unresolved can tend to develop into an unnecessary crisis.

## **7. Glossary of Terms**

**PC Reference:**

**Complaints Procedure**

