

MOULTON CHAPEL PRIMARY SCHOOL

COMPLAINTS BY PARENTS

GUIDANCE FOR PARENTS

Introduction

In this school all staff are dedicated to giving all children the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents and believe that the school and parents must work together in partnership, each carrying out their own particular responsibilities to help pupils gain the most from their time in school.

If you feel that something is not going quite as you would like it to, that we are doing something that you are unhappy with, or not doing something that you feel we should, PLEASE TELL US ABOUT IT.

- The first step:
Please arrange to discuss any concerns with your child's class teacher, or with the particular teacher concerned. We hope that most problems can be sorted out this way.
- The second step:
If, after speaking to your child's teacher, you do not feel that your complaint has been properly dealt with, or if your concern is about the conduct of a particular teacher, then you should discuss the matter with the headteacher.
- The third step:
Unless the complaint is about the conduct of the headteacher, you should make a formal written complaint to the headteacher. You should then receive a written response.
- Taking matters further:
If your complaint is about the conduct of the headteacher, or if you are dissatisfied with the headteacher's response to your formal complaint letter, then you need to contact the governors.

You should send written details of your complaint, with any correspondence and evidence to support your complaint, to the Clerk of Governors at the school address. If, for some reason, you do not feel able to do so, you should contact the Clerk, via the school, who will produce a typewritten statement for you to sign.

The governors will investigate your complaint and write to advise you of the outcome. The decision of the governors is normally final.

If your complaint is about the school, that the governors have not followed agreed school policies or procedures properly, or at all, then you should contact the Director of Children's Services, not the governors. However, unless your complaint is about the governors, what you have said will have to be considered first by the governing body of the school.

The governors of Moulton Chapel Primary School have resolved to adhere to this policy, being the recommended policy of Lincolnshire County Council.