



Clandon CE Primary School

Roots to grow... wings to fly

Complaints Policy

Date adopted by governors: Spring 2020

Date for review: Spring 2021

STATUS: STATUTORY

REVIEW: ANNUALLY

COMMITTEE: GOVERNING BODY

COMPLAINTS POLICY

Reviewed: Spring 2020	Next Review: Spring 2021	Committee: Governing Body	Status: Statutory
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Introduction

Clandon Primary School (the school) endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

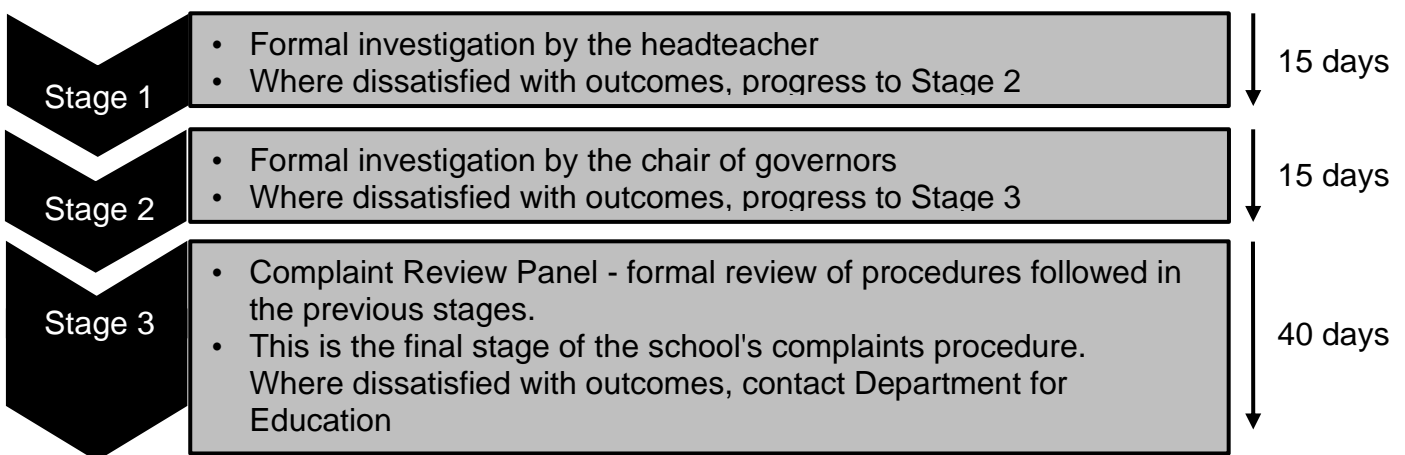
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. We will respond within 10 school working days. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

The School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the school's Complaints Procedure document available on the school website and/or on request from the school office.**

Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.