



## Concerns/Complaints Procedure

1 If you have a concern regarding your child, you should firstly make an appointment to see the Principal. If your concern is of an urgent nature, and the Principal is not available, then a Head of Key Stage will make a note of the concern and refer it to the Principal.

2 The Principal will listen to the concern and notes will be taken. No response will be given until the matter is fully investigated.

3 The Principal will discuss the concern with the member of staff. If a teacher is involved this will be during non-teaching time.

4 If your concern remains unresolved and you would like to make a complaint, you must meet with the Principal and Head of Key Stage. Under no circumstances should the complaint be addressed directly to any member of staff or in front of children.

5 If, for unforeseen circumstances, a person manages to address a complaint directly to a teacher, the teacher or other member of staff must send immediately for the Principal or the Head of Foundation/Key Stage 1, Mrs Curran, or the Head of Key Stage 2, Miss Greer, or seek support from a colleague.

6 If the complaint is of a serious nature the Principal and/or the member of staff may wish to seek professional advice before responding to the parent(s).

7 The Principal will respond to the parent(s) as soon as possible within five working days.

8 Any complaint about the Principal should be made directly to the Chairman of the Board of Governors. Contact details are available from the school secretary or directly from BELB.