



## **LONGSTONE PRIMARY SCHOOL**

### **COMPLAINTS POLICY Information for Parents**

If you have a concern or complaint we would like you to tell us about it. We welcome suggestions for improving our work in school. Be assured that no matter what you want to tell us, our support and respect for you and your child in school will not be affected in anyway. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem that happened some time ago.

#### **What to do first**

Most concerns and complaints can be sorted out quickly by speaking with your child's Class Teacher.

If you have a complaint that you feel should be looked at by the Principal in the first instance, you can contact her straightaway if you prefer. It is usually best to discuss the problem face to face. You may need an appointment to do this which you can do by ringing emailing or calling into the school office.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

#### **What to do next**

If you are dissatisfied with the Teacher's initial response (or with the Principal's initial reaction if she has already been involved) you can make a complaint to the Principal. This should be made in writing.

If your complaint is about an action of the Principal personally, then you should refer it to the Chair of Governors now. You can contact her by writing to the school and addressing the letter to her.