

# PADNELL INFANT SCHOOL

## BOARD OF GOVERNORS



### COMPLAINTS - GUIDANCE DOCUMENT FOR PARENTS

<b>Name of Unit/Premises/Centre/School</b>	Padnell Infant School
<b>Date of Policy Review</b>	March 2022
<b>Date of Next Review</b>	March 2024
<b>Name of Headteacher</b>	Mrs Mandy Grayson

## Administration Record

Issue	Modification	Approved
1	For FGB Approval	29 October 2018
1.1	FGB Comments Incorporated	01 November 2018
2	For FGB Approval	13 July 2020
3	For FGB Approval	7 March 2022

# Contents Page

**PADNELL INFANT SCHOOL ..... 1**  
    **Administration Record ..... 2**  
    **Contents Page..... 3**  
    **1 INTRODUCTION ..... 4**

## 1 INTRODUCTION

- 1.1.1 It is our belief that complaints are often due to a misunderstanding. We therefore encourage parents to come into school and discuss the issue with their child's teacher, Year Group Leader or Headteacher in the first instance when they are worried or upset about **ANYTHING**.
- 1.1.2 The majority of complaints can be resolved after talking to someone at the school, however in the event that you are unsatisfied with the outcome of any informal discussion – then you can follow the easy steps outlined in Figure 1.
- 1.1.3 Our main aim is to resolve complaints at the earliest stage, and we assure you that all complaints will be treated in the strictest confidence and will be fair, accessible to all needs and focus on resolution rather than blame.
- 1.1.4 We will endeavour to conclude complaints quickly and keep you informed at every stage. **All contact details are available from the school office.**
- 1.1.5 It should be noted that Stage 4 is the final stage in the school's internal complaints procedure. If your complaint relates to the National Curriculum and related matters, or relates to the provision of collective worship and religious education – you will need to contact the Local Authority.
- 1.1.6 If a parent wishes to pursue a complaint because they feel the school has been unreasonable then they can write to the Secretary of State.

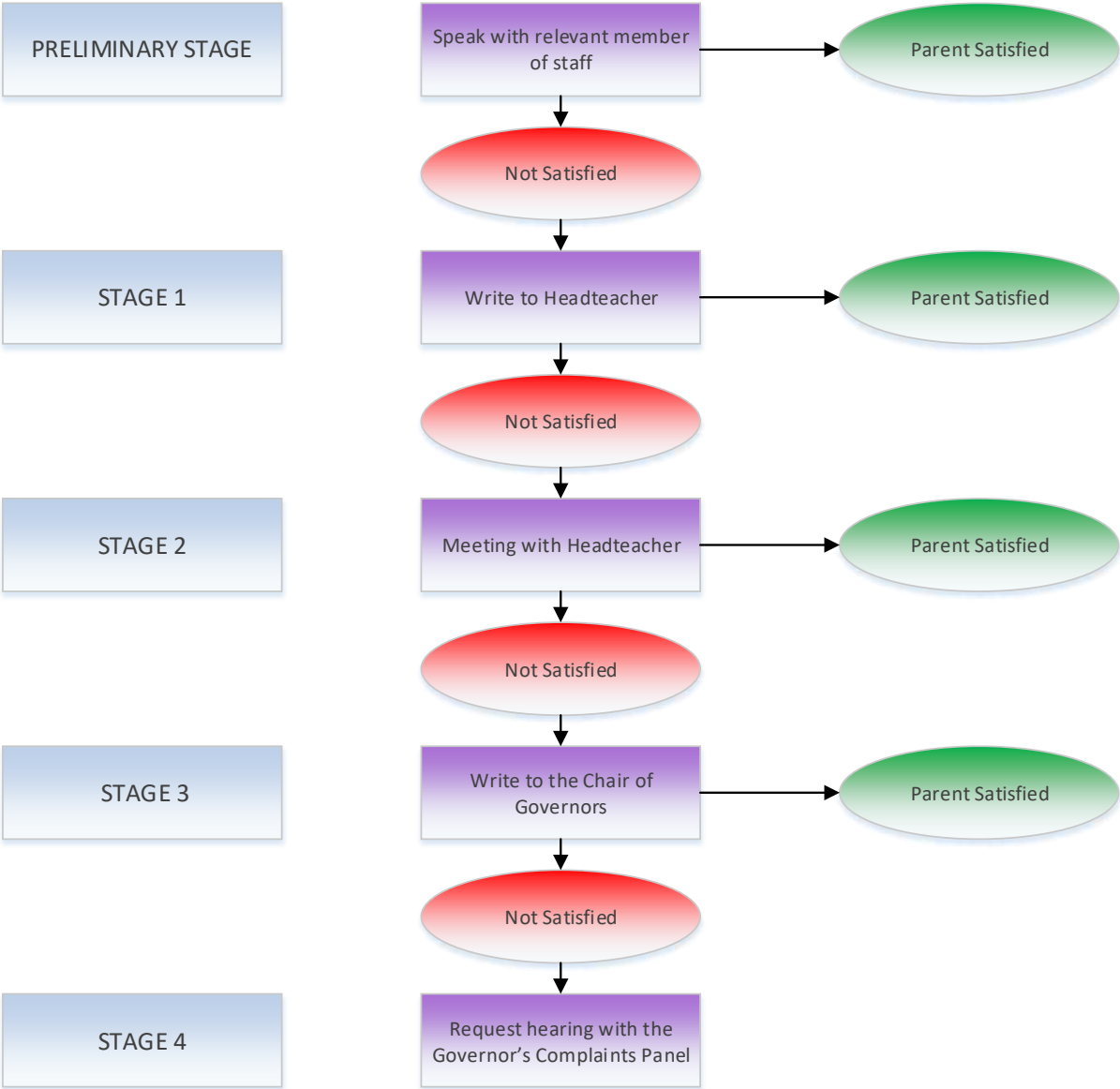


Figure 1 - Padnell Infants School Internal Complaints Procedure