



St Peter's C of E (Aided) Primary School

Little Green Lane, Farnham, Surrey, GU9 8TF

☎: 01252 714115 Fax: 01252 721215

✉: info@stpeters-farnham.surrey.sch.uk

www.stpeters-farnham.surrey.sch.uk



Our Vision Statement

"At St Peter's we have high expectations where everyone achieves and succeeds within a safe, inclusive Christian community. We promote independence, respect and empathy. Through an exciting curriculum, children are inspired to become lifelong learners and active world citizens."

POLICY FOR DEALING WITH CONCERNS AND COMPLAINTS

Person Responsible:	Head Teacher
Governor Committee:	People Strategy & Wellbeing Committee
Review Period:	Every 3 year or in light of any new regulations
Status:	Statutory
Date Adopted:	Autumn Term 2017
Next review:	Autumn Term 2020
Ratified by Governors:	8 November 2017

Introduction

St Peter's C of E Primary 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 issues are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

The difference between concerns and complaints (DfE Best Practice Advice for School Complaints 2016)

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. We will take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

There are occasions when complainants would like to raise their concerns formally. In those cases, our formal procedure should be invoked through the stages outlined within our procedure.

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. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

St Peter's C of E Primary School operates a three stage formal complaints procedure. For more details about the formal complaint's procedure, please see the St Peter's C of E Primary School Complaints Procedure document, available on the school website and/or on request from the school office.



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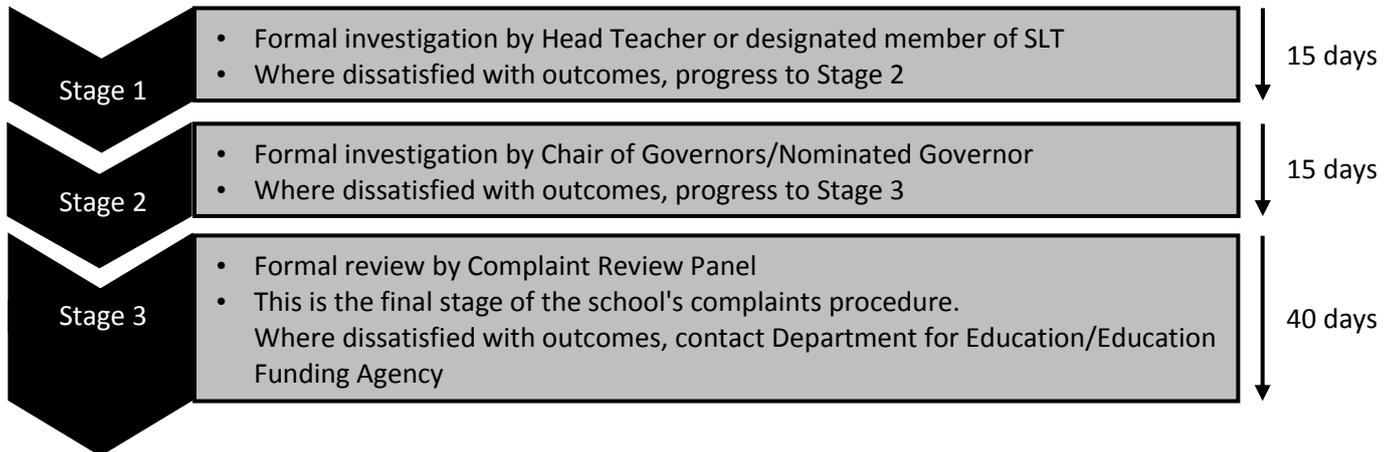
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Timeline for formal complaints



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