

**Clarice Cliff Primary School**  
Updated October 2009

**Compliments, Comments and Complaints Procedures**

At Clarice Cliff Primary School we welcome input from parents especially if they:

- ◆ are happy with the service we provide and would like to compliment staff and/or the pupils
- ◆ have any suggestions about how the school can improve the quality of its provision
- ◆ have a complaint or concern. All complaints will be taken seriously and given full and proper consideration.

**Expressing Approval**

When things go well it is extremely helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for your child. Positive feedback really does help us.

To express your approval you may write, telephone, e-mail ([mail@claricecliffprimary.org.uk](mailto:mail@claricecliffprimary.org.uk)) or speak personally to staff concerned or the Headteacher. Your words really will be appreciated not only by the staff and governors but by the pupils as well.

**Expressing Concerns**

At Clarice Cliff Primary School we are committed to providing a high quality learning environment for each child which will enable him/her to develop fully in terms of academic, social, emotional and physical skills. Parents / carers are encouraged to contact us at the earliest opportunity if they feel something is wrong or they have a concern.

Step 1: Raise concern with the class teacher. The class teacher should make sure that the concern is dealt with as soon as possible (within 1 working day) and how it has been dealt with has been recorded and that the complaints co-ordinator (Mrs S. Williams, Office Manager) has been informed.

If the issue is not resolved:

Step 2: The concern will be heard by the Head Teacher who will either write to, or have a meeting with, the complainant to resolve the issue. Wherever possible this will be within one week of the complaint. Written records will be kept. The complaints co-ordinator will be informed of the outcome.

If the issue is still not resolved:

Step 3: A Governor's complaints panel meeting will be convened. Wherever possible this will be within two weeks of Step 2. A letter inviting the complainant to that meeting will be sent. Following the meeting a letter will be sent to the complainant confirming the panel decision. Written records of the meeting will be kept. The complaints co-ordinator will be informed of the outcome.

If parents / carers still feel that Governors have failed to consider the complaint properly and reasonably:

Step 4: the complaint is made to the Children's Services or the Secretary of State. This is not a general right of appeal for any parent / carer who disagrees with the Governors'

decision. If the Governors have followed a proper procedure and considered the complaint reasonably, neither the LEA nor the Secretary of State, can reverse their decision. The LEA or the Secretary of State should not be contacted until Step 3 is complete.

Parents / carers wishing to raise the matter with the Children and Young People's Services should write to:-

Director of Children and Young People's Services  
Education Dept  
Floor 2 Civic Centre  
Glebe Street  
Stoke on Trent  
ST4 1HH

Details of the following should be included in the letter:

1. what the complaint to the governors was
2. what response was made to the complaint
3. why the parent / carer considers the governors have not followed a proper procedure in considering the complaint, and/or
4. why the governors' consideration of the complaint is unreasonable.

An LEA representative may wish to meet with the complainants but will write to inform them of the further enquiries to be carried out into the complaint.

If the problem remains unresolved then parents may wish to refer the complaint to the Secretary of State for Education and Employment at Sanctuary Buildings, Great Smith Street, London, SW1P 3BT.

- Confidentiality will be ensured at all times in line with the data protection act.
- A complaints log will be kept by the school and updated by the complaints co-ordinator.
- This procedure will be reviewed annually or sooner in the light of an incident.

*Please note: complaints regarding disciplinary proceedings against a teacher or child protection procedures have separate procedures as outlined in the LEA's Competency Procedures and Disciplinary Procedures.*