



# Chandlers Field Primary School

## Complaints Policy

**New Policy: Autumn Term 2021**

**Ratified December 2021 by FGB**

**Status and Review Cycle: Statutory Annual**

**Approved by FGB: 2 December 2021**

# Chandlers Field Primary School

## Complaints Policy

### Introduction

Chandlers Field 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 concerns are raised the school intends for these to be dealt with:

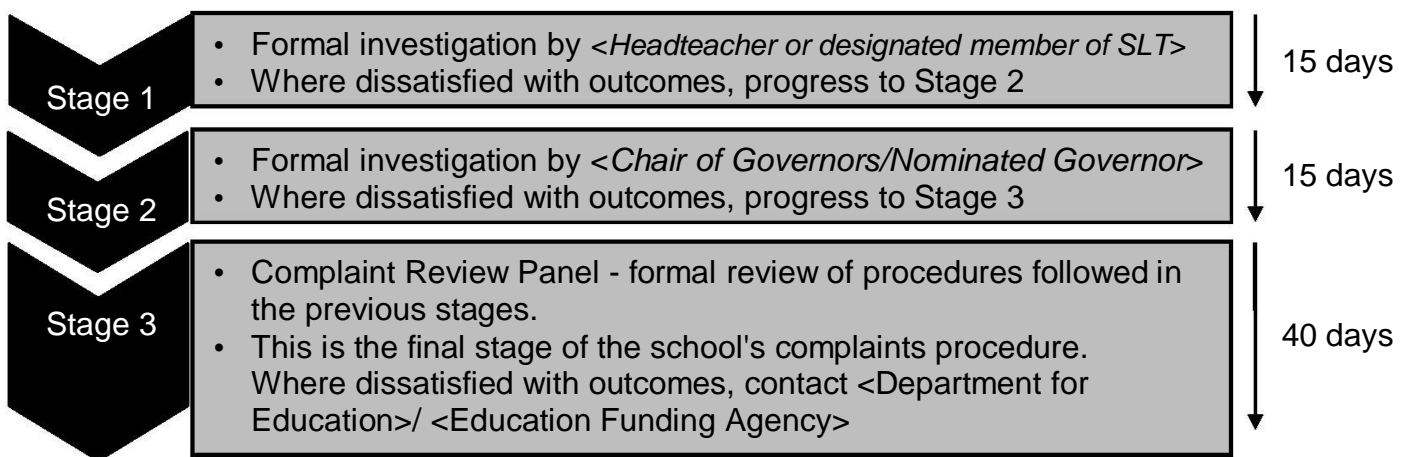
- Fairly
- Openly
- Promptly
- Without Prejudice

### 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. We will respond within 10 school working days. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

*Chandlers Field Primary School* operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the Chandlers Field Primary School Complaints Procedure document <available on the school website and/or on request from the school office>.**

### Timeline for formal complaints



**All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.**