



Chandlers Field Primary School

Complaints Policy

Policy date: Autumn Term 2023

Policy Type: Statutory

Review Cycle: Annually

Chandlers Field Primary School

Complaints Policy

Approved by the Governing Body November 2023
Review Date Autumn 2024

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

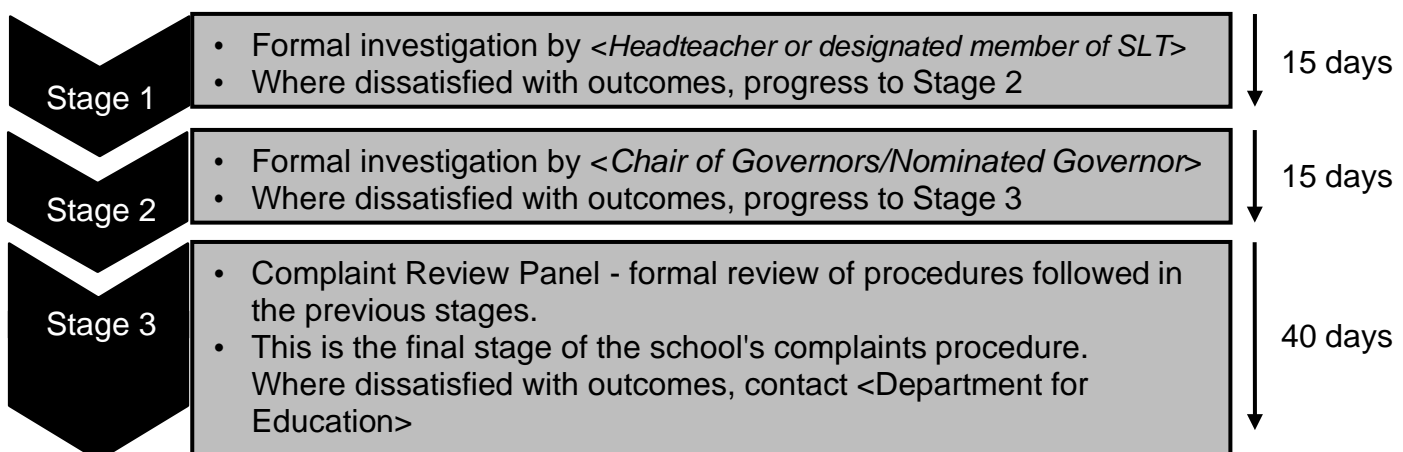
If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. We will respond within 10 school working days. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Chandlers Field operates a three stage formal complaints procedure. Chandlers Field follows the complaints procedure for Surrey maintained schools.

<https://www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/schools-and-admissions>

For more details about the formal complaints procedure please read the Surrey supplementary guidance on the website or contact the school at info@chandlers-field.surrey.sch.uk.

Timeline for formal complaints



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