



# Complaints Procedure Statement



As a Rights Respecting School, the core values of the UNICEF convention on the rights of the child underpin all that we do at Bridge Farm Primary.

Policy Owner	Full Governing Body
Governing Body Committee	Full Governing Body
Last review date	29/09/2021
Next review date	29/09/2022
Statutory or Optional policy	Statutory

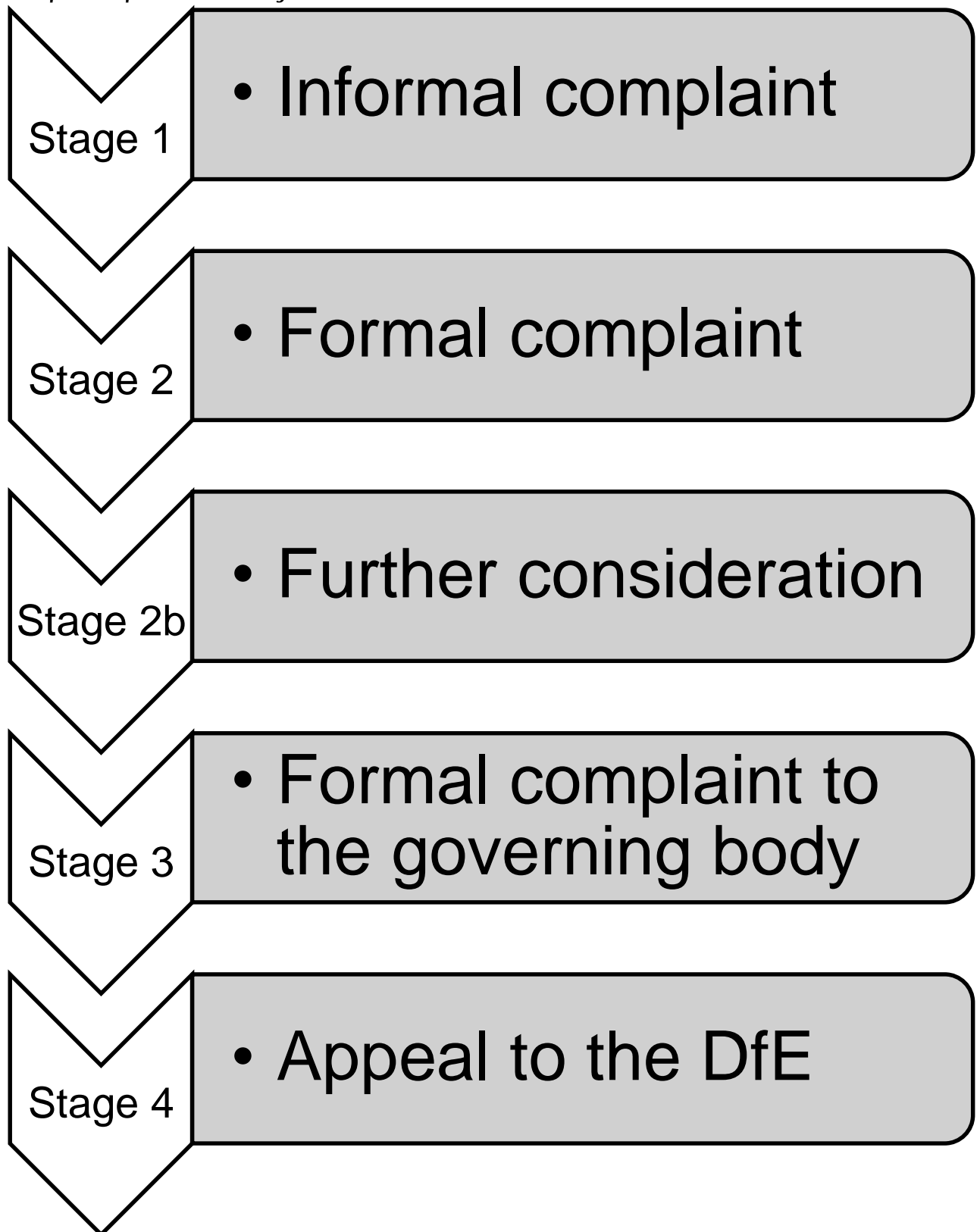
## *What is a Complaint?*

*A complaint is an expression of dissatisfaction or disquiet which may be about an event that has happened, failed to happen or the way in which something was handled.*

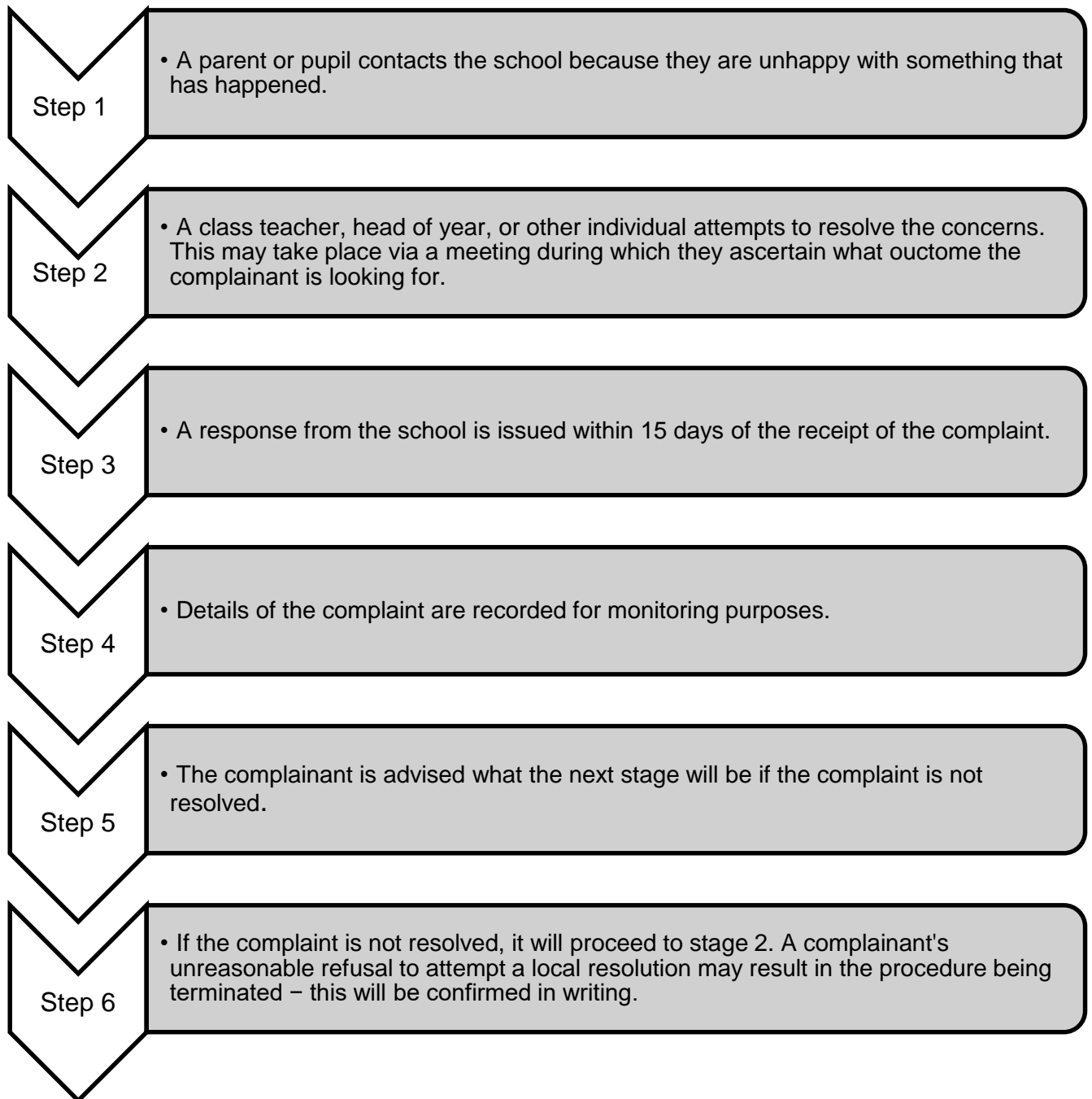
*The vast majority of concerns can be resolved informally. It is in everyones best interests that complaints are resolved at the earliest possible stage. This can usually be achieved through discussion and good communication. However, if you are not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed when attempts to resolve the issue are unsuccessful.*

*Bridge Farm Primary School complaints procedure – September 2021*

*Complaints procedure at-a-glance*



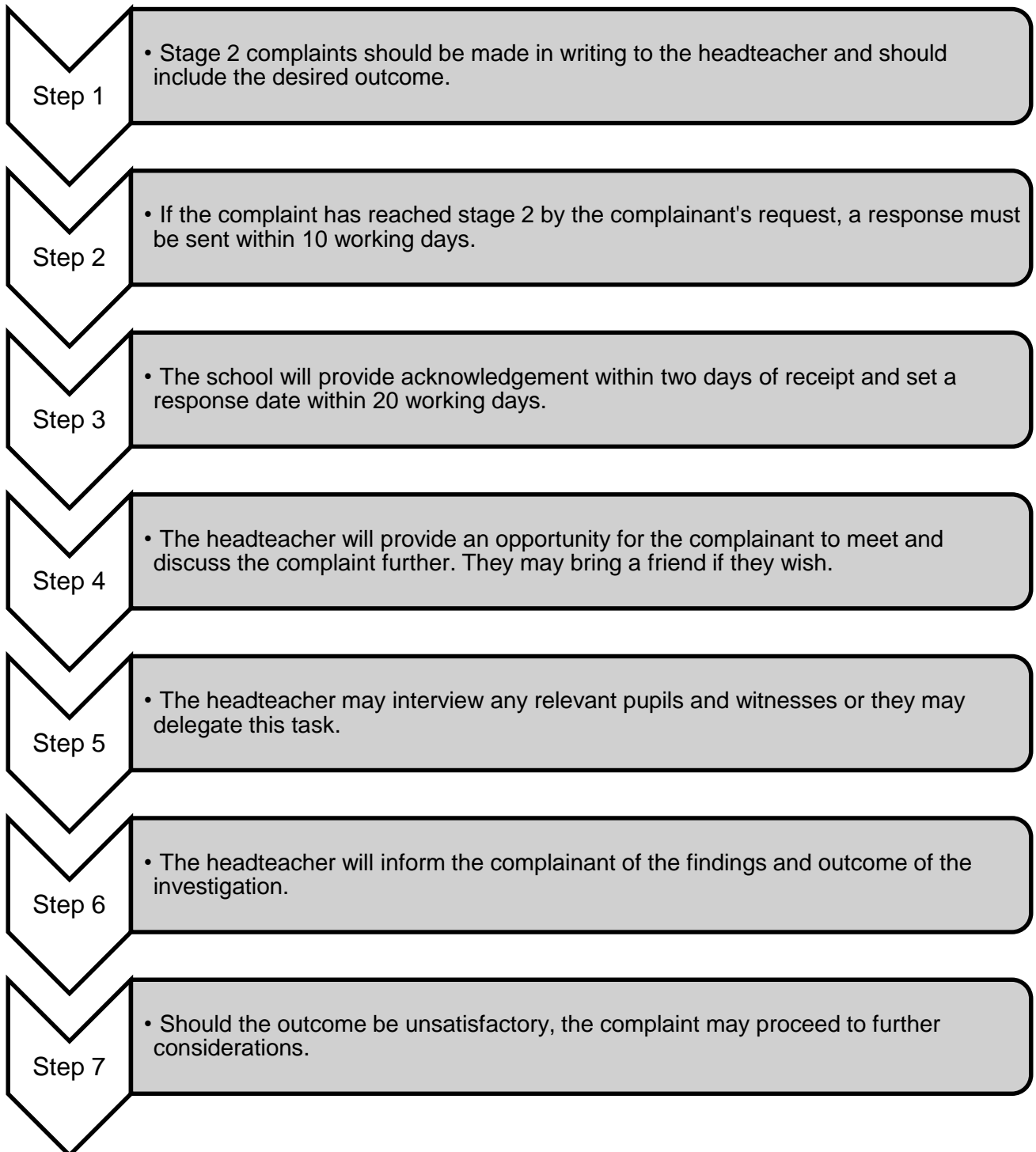
### *Stage 1 – Informal complaint*



### *Considerations*

*If the complaint is centered on a class teacher or any individual in a management role it will be proceed directly to stage 2, as it would be inappropriate for someone other than the Headteacher or deputy Headteacher to respond. The Headteacher can escalate the complaint to stage 2 at any time if they deem it appropriate.*

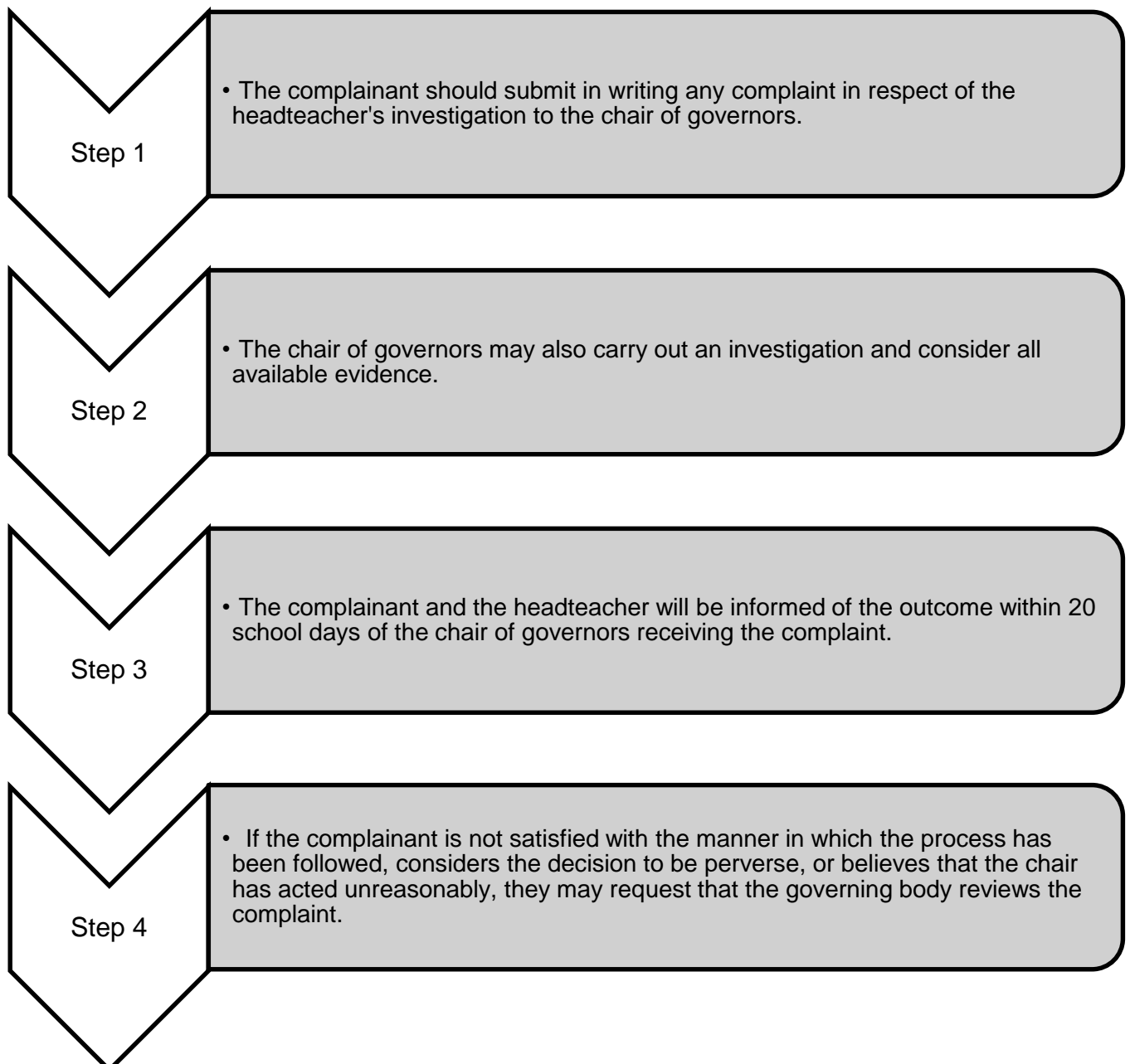
## Stage 2 – Formal complaint



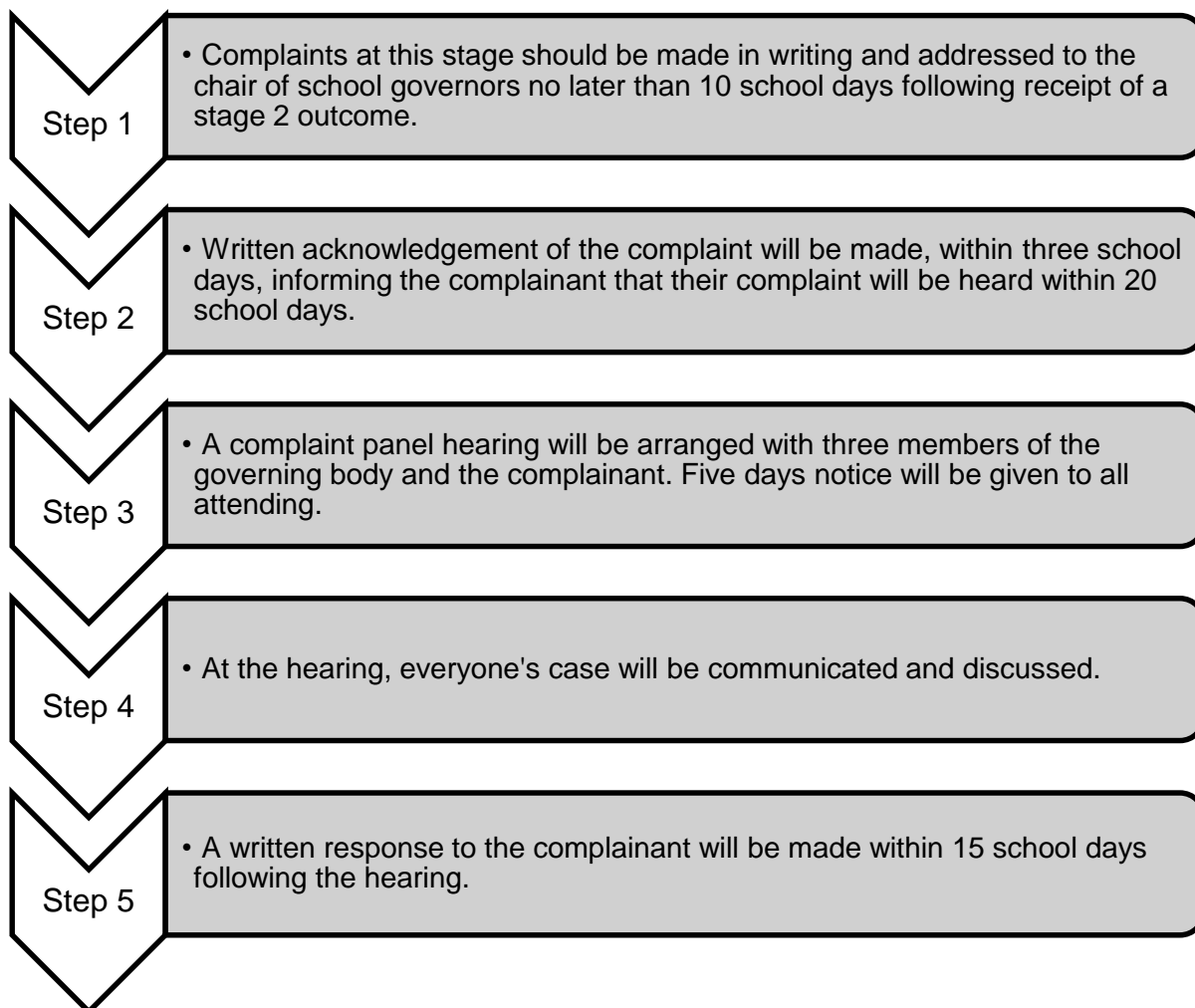
## Considerations

Should the complaint be regarding the Headteacher it may be prudent for it to precede directly to stage 3.

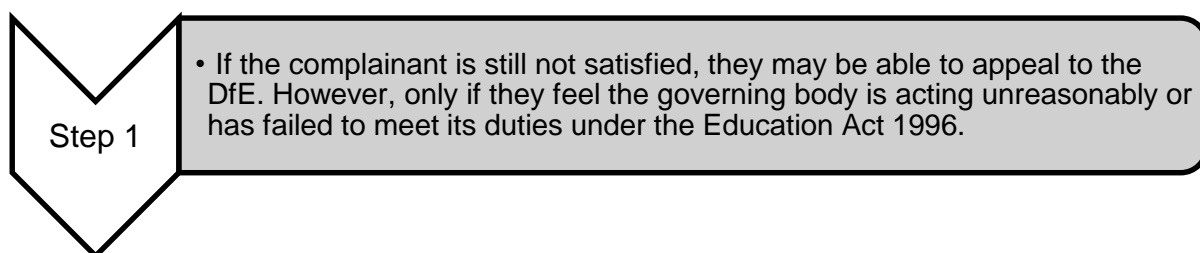
### Stage 2b – Further considerations



### *Stage 3 – Formal complaint to the governing body*



### *Stage 4 – Appeal to the DfE*



*In this case, the word “unreasonably” is used in a strict sense and means acting in a way that no reasonable school or governing body could act in the circumstances.*