



Blackshaw Lane
Primary & Nursery School

Complaint Procedure Statement

1. OVERVIEW

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships with all parents and others. However, we are obliged under The Education Act 2002: Section 29 to have in place clear procedures to deal with complaints made against the school or individuals connected with it. We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication. All our work is defined in our Mission Statement and in our motto of “Belong, Learn, Shine”.

2. MISSION STATEMENT

Our school is a place where the community, governors, staff, parents and pupils work together to ensure all children receive a rich, inspiring, dynamic education. At Blackshaw Lane we create a happy, secure and safe environment that encourages children to be effective learners. We ensure that every child has opportunities to learn what it takes to be an all-round good citizen and achieve the life skills to succeed in modern Britain and beyond.

3. PURPOSE

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.

4. PROCEDURE

1. Initially a parent should raise any concern with their own child’s class teacher.
2. If a satisfactory conclusion is not reached with the teacher the parent should request an appointment for a meeting with the headteacher. This should be done through the main school office.
3. If a satisfactory conclusion is not reached with the headteacher the parent should then contact the Chair of Governors. This should be done by writing to the chair of governors. The letter should contain the parents contact details and an outline of the issues wishing to be raised. This should then be put in an envelope marked ‘FAO – the Chair of Governors. Private and Confidential’. This should be left at the main office who will forward the complaint to the Chair of Governors.
4. The chair of governors will then contact the parent and see if a satisfactory conclusion can be reached. If not the Chair of Governors will convene a meeting of the Governors Complaints committee. The committee will be chaired by the Chair of Governors and will consider the parents original written complaint and may also ask to talk to the parent concerned personally. The committee will also consider whether it requires any further information or evidence from the Headteacher or any other members of the school staff. The committee will reach a conclusion and decide on any course of action it deems necessary to follow. They will report back their findings in writing to the parent concerned, at which point the Governors of the School will consider the matter closed.