

Complaints Policy



1	<u>Introduction</u>
1.1	At Eagle School, all the staff are dedicated to giving the children the best possible standard of education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents and believe that the school and parents should work in partnership, each carrying out their particular responsibilities to help the pupils gain the most from their time in school. Details of these responsibilities can be found in the 'Home/School Agreement.'
1.2	If you feel unhappy about any aspect of the work of the school or feel that the school is not fulfilling its responsibilities, please talk to us. Below is guidance on the procedures for making a complaint.
2	<u>The First Step</u>
2.2	As a first step, if you are unhappy with anything concerning your child, please speak with the class teacher or the teacher most involved. Staff are available for a short period before and after school and can be approached without an appointment. Alternatively, if you wish to have a longer discussion with any member of staff, please call the office to make an appointment when adequate time can be made available.
2.3	The class teacher will not only try to address your concern, but will also report the matter to the head teacher so that she is aware of your concern and resulting action.
2.4	We hope that most issues can be resolved this way.
3	<u>The Next Step</u>
3.1	Very occasionally, it may be that your concern cannot be resolved by the class teacher, or you may feel that the matter has not been resolved satisfactorily. In this case, you should raise the issue with the head teacher yourself.
3.2	It would be helpful to telephone the school or approach the head teacher to make an appointment so that adequate time can be set aside to talk through the situation carefully.
3.3	Invariably, the matter can be dealt with to your satisfaction in this way.
4	<u>Taking Matters Further</u>
4.1	We would expect that most, if not all complaints, to have been resolved by discussion with the class teacher or head teacher. In exceptional circumstances, however, this may not be the case and you may wish to pursue the matter further and more formally.
4.2	Matters relating to the internal management and organisation of the school, discipline and other such matters would normally be raised with the Governing Body. The following guidelines apply: <ul style="list-style-type: none">• Set out your concern in writing and address it to the Clerk to the Governors (name and address supplied below)• If you are not able to do this, please telephone the Clerk (number available from the school office) and explain that you wish to make a formal complaint but are unable to set it out in writing. The Clerk will then produce a typed statement for you to sign.• The Governor's Complaints Committee will then meet formally to consider your complaint. They may invite you to come along to support your written statement

	<p>and they may invite other people to offer advice or give their views on your statement.</p> <ul style="list-style-type: none"> • The Governing Body will then make a decision based on what they have been told. The decision of the Governors is final.
4.3	The Governors may, on receipt of your complaint, ask someone to investigate what you have said. In particularly serious matters, this could well be an officer of the County Council's Education Department. In such cases, you will receive a copy of the investigation report prior to the Governor's meeting to discuss the matter.
4.4	You may address your complaint directly to the Education Department of the County Council and not to the Governors. If you choose to do so, you should address it to: The Director of Education, County Offices, Newlands, LN1 1YA
4.5	A senior officer will study your complaint and may refer it to the Governors suggesting an investigation is called for. However, unless your complaint is regarding the Governors, you should complain first to the Governing Body. Clerk to the Governors Jayne Nelson 12 St Andrews Drive Lincoln LN6 7UG

Approved by the governing body on:-	
Signed (Chair of Governors)	
Review Date	