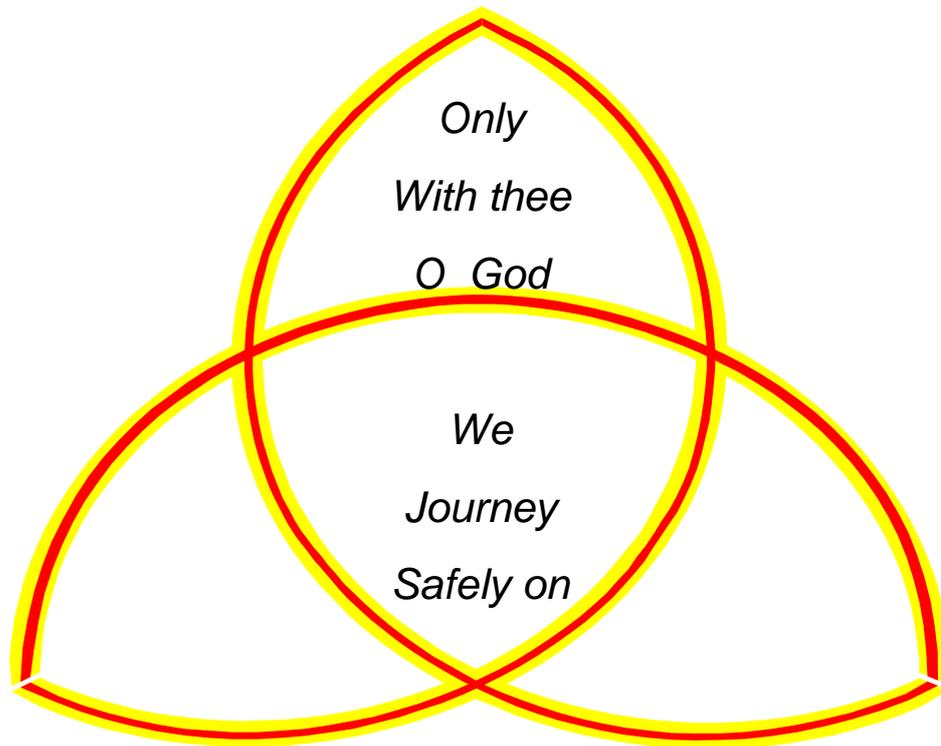


Holy Trinity Church of England Junior School



Policy for: **Concerns and Complaints Policy**
Written by: **FGB**
Date: **November 2014**
Review Date: **Autumn 2017**

Principles

At Holy Trinity it is a distinct principle to work with parents in aiming for the best for each child. It is normal to have day to day discussions to clarify the procedures of the day to day routines. Initially we seek to provide parents with appropriate and timely information about school life via good communication verbally, via the school newsletter, termly letters from year groups, workshops and information evenings, 1-1 meeting with parents and via our website.

Values underpinning our policy include:

- pupils learn best if there is an effective partnership between school and parents;
- all members of the school community are entitled to have their points of view heard;
- unresolved complaints can result in unhealthy conflict.

A school, which has an effective complaints procedure, reaps the benefits from the goodwill of its community, from savings in time and resources and from high staff satisfaction and morale. Feedback from the school community and others can help to improve the school, which in turn helps to develop a more confident and responsive image. It is our policy to follow the diocesan guidance (January 2007) for dealing with any complaint.

Aims

At Holy Trinity we aim to:

- Communicate so clearly that concerns and complaints do not arise
- Deal with concerns or complaints in a manner which exhibits Christian values and concern for the wellbeing of each child and shows respect to every member of the community
- Deal with each concern or complaint with thoroughness, patience and balanced judgement, with the value of equal opportunities
- Communicate clearly with all relevant parties in a timely and helpful way
- Observe confidentiality.

Practice

We follow the Complaint Guidance issued by the Southwark Diocese Education Board January 2007. A copy of this guidance is available from the School Office on request.

Monitoring and Evaluation

The head teacher keeps a record of any formal complaint and reports these to the Chair of Governors as they arise, and termly to the Pupils Committee as appropriate.