

**VICTORIA PRIMARY SCHOOL**

**GOVERNING BODY**

**COMPLAINTS PROCEDURES**

**Revised 2008 - 2009**

**Our learning goal is to ignite our curiosity, motivate, challenge and  
inspire us so that:**

**Together we aim for the stars.**

## **General Complaints Procedures**

### **1.0 Introduction**

We value the good relations we enjoy with our parents and community. These good relations are based on a respect for what the school is achieving, on good communications and the provision of relevant and clear information.

Good relations are also supported by straightforward and well understood procedures for responding to expressions of concerns and dealing with the minority of such expressions which become formal complaints.

Treating expressions of concern seriously and responding to them quickly and effectively prevents the majority becoming more serious complaints.

### **2.0 Purpose**

The purpose of a complaints procedure is to provide a framework in which parents are clear about how they can express concerns and how they will be responded to

### **3.0 Principles**

Most questions that parents might have about the running of the school will be answered in the information that we routinely provide for parents. We also provide a variety of occasions when parents can gather information about the school and learn about the progress of their children. Parents have a right to be able to raise questions and concerns which go beyond these matters and to know how they will be dealt with.

Parents also have a right to know what to do if they are not satisfied with the way in which their concerns have been received, how they can take the matter further and how such matters will then be dealt with.

The principles below apply particularly when a concern has not been resolved informally and it takes on the character of a formal complaint:

When a concern is not easily and informally resolved and becomes a formal complaint, all those involved in handling the complaint will respect the rights of the complainant and any other person involved.

the complaint will be kept confidential and only those people who need to know about the complaint whether for the purposes of investigating it or deciding on the merits of the complaint will be made aware of the complaint except where the matter is already in the public domain.

any person about whom the complaint is made or who is affected by the complaint will have the right to have relevant information which is sufficient to enable them to respond fully to any matter which concerns them. Information may only be withheld where there is an identified need to protect the source of the information or there is a legal reason why the information should not be released (for example the Data Protection principles). The governing body will keep all records and monitor the operation of the complaints procedure and evaluate its implementation.

Appendix A Full written explanation of stages available from the school office  
Appendix B Simplified steps below.

### APPENDIX B

### Stages for handling complaints

