



Ottery St Mary Primary School Complaints Procedure

At Ottery St Mary Primary School our aim is to deal with any complaints quickly and efficiently. We always encourage anyone with a concern to speak to the school informally, however, if no satisfactory resolution can be found there is a four stage process for official complaints:

Stage 1

The complaint is heard by a member of staff. If a satisfactory resolution cannot be reached the complainant may proceed to stage 2.

Stage 2

The complaint is heard by the headteacher. A full investigation will be undertaken into the complaint and the findings reported back to the complainant. If the complainant is still dissatisfied, the complaint will proceed to stage 3.

Stage 3

The complaint is passed to the Chair of Governors by the complainant via the Clerk to the Governing Body or school office who will conduct a further investigation into the issue before reporting the results of the investigation to all parties.

Stage 4

If no resolution can be reached through stages 1-3, the complaint may be taken to the full Governing Body via the Clerk to the Governing Body or Vice-Chair. A Complaints Panel Meeting will be arranged to which the complainant will be invited. The outcome of the panel meeting will be communicated in writing to all parties.

Contact Details

Headteacher, Mark Gilronan: admin@ottery-primary.devon.sch.uk

Chair of Governors, Oliver Helm: via the Clerk to the Governing Body

Vice Chair of Governors, Michelle Perryman: via the Clerk to the Governing Body

Clerk to the Governing Body, Jessica Bengel: Jessica.bengel@gmail.com

These procedures are based on the Devon County Council model complaints procedures and policy, a copy of which can be made available on request.