

# Ottery St Mary Primary School Complaints Procedure

## Guidance for parents/carers who wish to raise a concern or make a complaint

At Ottery St Mary Primary School we are committed to working with you to provide the absolute best for all of our children. However, whilst we are very proud of our school we know that no one gets things right all the time.

If you are concerned or unhappy with the way the School is operating its policies and procedures or you are concerned or unhappy with the way the school or a member of its staff has treated you, then you can raise your concerns or make a complaint. Our aim is to deal with any concerns or complaints quickly, efficiently and proportionately.

The following sets out a brief outline of our Complaints Procedure. A copy of our full Complaints Policy can be found on the School's website.

We always encourage anyone with a concern to initially 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 who will conduct a further investigation into the issue before reporting the results of the investigation to all parties.

Whilst the governing body is corporately accountable for the school, in order to protect the integrity and objectivity of the process, in the case of complaints (and other matters that may require them to form an appeal panel) information will not be shared amongst governors, either within or outside of Governing Body meetings. Thus you are advised to **NOT** send a letter to the governing body as a whole. This is essential so that any governors involved in a Stage 4 appeal are able to do so objectively.

### **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](mailto:admin@ottery-primary.devon.sch.uk)

Chair of Governors

Amy Thornton: [schoolchair@ottery-primary.devon.sch.uk](mailto:schoolchair@ottery-primary.devon.sch.uk)

Vice Chair of Governors

Craig Allen: via the Clerk to the Governing Body

Clerk

Helen Ryland: [clerk@ottery-primary.devon.sch.uk](mailto:clerk@ottery-primary.devon.sch.uk)