

WHITCHURCH PRIMARY SCHOOL

COMPLAINTS POLICY

The FGB has formally adopted the OCC Complaints Procedure. It is available at:

http://portal.oxfordshire.gov.uk/content/public/LandC/EES/governor_services/govering_boddy_work/Policies/Complaints_Procedure_Guidance.pdf

When a complaint is made, the OCC website should always be checked to make sure that the most recent form of the procedure is used. The requirement to have a Complaints Procedure need not in any way undermine efforts to resolve the concern informally. The school is aware that taking informal concerns seriously at the earliest stage will reduce the numbers which develop into formal complaints.

It is a requirement that all parents are aware of the existence of the Complaints Procedure and as such the Head Teacher will ensure that it is brought to their attention.

The policy should be reviewed every two years to ensure that it is still based on the most recent version issued by OCC. The current OCC version is dated June 2010. This revised guidance aims to make the process clear to schools. Revised national guidance is expected at some stage in the future and further revision may be required at that stage but the principles are unlikely to change.

Next review date: Autumn Term 2012 by Staffing committee.

Status of this Policy: APPROVED

Date approved by Governing Body: 4 October 2010

Lead contributions from:

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Governors: Staffing Committee