

## **BUSHFIELD ROAD INFANT SCHOOL COMPLAINTS PROCEDURE.**

At Bushfield Infants, we endeavour to resolve any concerns quickly, and would encourage parents to speak to the school before any issues or concerns escalate.

An appointment can be made to meet with the class teacher or Head Teacher in private to discuss any concerns. We will always make an appointment to meet at the earliest opportunity.

Parents can also contact the school by telephone on 01724 842829.

Please find below, the steps to follow in the event of a complaint.

The complaint may be resolved at any point during this process.

1. Speak to the class teacher who knows your child well and is with your child for most of the day.

2. Meet with the Head Teacher or other member of the Senior Leadership team to resolve issues raised.

3. Complainant writes to the Chair of Governors. (Via the school office.)

4. Chair of Governors and Head teacher meet with the complainant.

5. Investigation is undertaken by an independent person.

6. Governor's complaints panel meeting arranged and convened.

7. Letter is issued confirming the panel's decision and all relevant parties are informed of the outcome.