

King David Primary School



# SCHOOL POLICY

# General Complaints Procedure

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## KING DAVID PRIMARY SCHOOL General Complaints Procedure

At King David Primary School we have an 'open door' policy and welcome comments from and communication with parents.

If a parent has any complaint, they are invited to call the school office to make an appointment for an **informal meeting** with the Headteacher.

Such a meeting will be arranged within 14 school days.

If the parent is not satisfied and wishes to escalate the complaint, they should write a **formal letter** to the Headteacher setting out the grounds for their complaint.

The Headteacher will respond within 14 school days.

If the parent or the school feel that a further meeting will be useful, they may request it (in writing) and such a meeting will be held within 14 school days from the date the request was made.

If the parent wishes to escalate the complaint further, they should write to the Chair of Governors (via the school office) and the Chair will arrange to meet the parents within 10 school days.

If the issue is not resolved or if the parent prefers and notifies the Chair in writing, the Governors will arrange for a panel which would normally consist of the Chair, one Governor and one external / independent individual to hear the complaint

Such a hearing will normally take place at school and outside school hours and will be held within 14 school days of such a parental request (parents will be given 10 school days' advance notice). Parents will be invited to be accompanied by a 'friend'.

It is expected that all such meetings are conducted in a calm and respectful manner and the Chair will have a right to exclude anyone not meeting this standard.

Parents who are dissatisfied with the way in which their complaint has been dealt with may write to the Secretary of State for Education.