



## **St. Mary's Primary School**

### **Complaints procedure**

1. **Informal / Initial complaint** – Class Teacher – if unresolved ...
2. **Escalate** to Team leader/Key Stage leader.
3. **Escalate** to Head Teacher.
4. **Escalate** to Formal complaint – Letter addressed to Chair (at this stage both parties to be made aware of seriousness and time consuming nature).
5. **Chair to liaise with Investigating Officer for complaints** – If case is to be heard a sub committee is set up as an impartial panel with 3 – 5 members, minimum.  
Findings will then go to the full Board of Governors for resolution.

**Notes:** All complaints should only be addressed to Governors at St Mary's School address and not their home addresses.

**Clause:** If the Chair knows the person making the complaint then they should step down and pass to the Vice Chair if Vice Chair knows the person then it should be passed down again and so on.

#### **Procedure**

- All complaints letters should be acknowledged in writing within 5 working days.
- Throughout the procedure/process parents should be kept informed of progress at all times.