



Complaints Policy for

St Francis' Catholic Primary School

2017-2020

St Francis' Catholic Primary School Complaints Policy

Approved by the Governing Body: Autumn 2017
Review Date: Autumn 2020

Introduction

St Francis' Catholic Primary School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

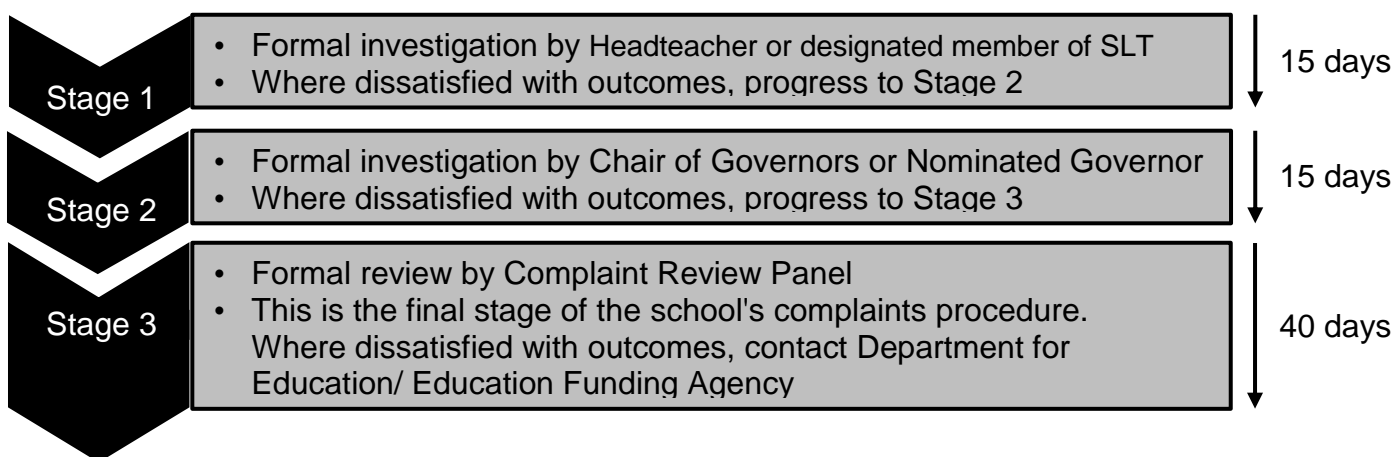
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

Informal Stage: If you need to raise an issue in the first instance, please do so with the class teacher or relevant member of staff who will be happy to talk to you and seek to establish a solution. This is the informal stage. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

St Francis' Catholic Primary School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the St Francis' Catholic Primary School Complaints Procedure document** available on the school website and on request from the school office.

Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.