



Guide to complaints at St George's C of E Primary

The relationship between school and home is of utmost importance. We will always take your concerns seriously and work with you to address them. This guide sets out how you should raise any concerns with the school and what you can expect from us.

In the first instance, please contact your child's class teacher to raise your concerns. This may be done via telephone, Seesaw/Tapestry, email (via school office) or in person. The teacher may make an appointment for a meeting/phone call with you to discuss the matter so that you can work together in the best interests of your child.

If your concerns persist and you feel they need to be escalated, please contact the Headteacher, Mrs Keitch, via the school office. Mrs Keitch will work with you to address the matter informally via email, telephone or in person.

We are confident that the vast majority of concerns can be resolved at this informal stage.

Occasionally, you may feel that your concern remains unresolved and decide to make a formal complaint. The process for doing this is set out in our Complaints Policy which can be found on our school website under 'Key Info' - 'Policies'.

To summarise:

Stage One: Formal complaint to the Headteacher. The Headteacher will carry out an investigation and provide a formal written response.

If you are dissatisfied with the outcome at Stage One

Stage Two: A meeting with the Governing Body's Complaints Committee. The Chair of the Committee will communicate the decision of the Committee in full in writing. This is the final stage of the school's complaints procedure. The Chair will advise you how to contact the Department of Education should you be dissatisfied with the way your complaint has been handled.

We will always aim to resolve your complaint at the earliest possible stage.

Please refer to our Complaints Policy for further details and the Complaints form. The policy also details how the school manages serial and unreasonable complaints.

School office contact details:

admin@st-georges-pri.essex.sch.uk

01206 230305