

<p style="text-align: center;">St. Michael's C of E Primary School Complaints Policy</p>

Complaints Procedure

The Headteacher has an ever open door for those who wish to come and discuss any aspect of the school, the curriculum or their children. Problems or queries are, however, almost always best sorted out in the following manner:

1. **A meeting with your child's teacher.** It would be hoped this could be done in a relaxed and informal way. Booking an appointment time in such an event will help avoid frustration and will ensure you both have plenty of time for discussion. After the school day ends is usually most convenient to all parties. If a repeat of the problem occurs don't give up after one meeting, but ask to see the class teacher again.
2. If things do not appear to be working out after these initial discussions, quite often the parent or the teacher will suggest an **informal meeting with the Headteacher**, where the matter can be discussed further and hopefully resolved.
3. Further meetings may some times be necessary. Here a **formal agenda** and record of agreements reached and actions to be taken by all parties will usually clarify the way forward.
4. Where this still does not resolve the matter, then parents will need to **write formally to the clerk of the governing body**, who will inform the necessary governors who, in turn, will do their best to resolve the problem.
5. Finally, in the unlikely event that the school is unable to resolve the matter, parents should **write formally to the Director of Children's Services** at Lincolnshire County Council on 01522 552222. The LA will investigate fully, fairly and carefully and keep you informed during the process.

To be reviewed September 2017