

Ashgrove Primary School

# Complaints Procedure

1 September 2010  
Version 1:1

## Complaints Procedure

- 1 Any person wishing to make a complaint must meet with the principal. Under no circumstances should the complaint be addressed directly to any member of staff or in front of children.
- 2 If the principal is unavailable the vice-principal will make a note of the complaint and refer it to the principal.
- 3 If, for unforeseen circumstances, a person manages to address a complaint directly to a teacher, the teacher or other member of staff must send immediately for the principal or vice-principal, or seek support from a colleague.
- 4 The principal will listen to the complaint and notes will be taken. No response will be made until the matter is fully investigated.
- 5 The principal will discuss the complaint with the member of staff. If a teacher is involved this will be during non-teaching time.
- 6 If the complaint is of a serious nature the principal and/or the member of staff may wish to seek professional advice before responding to the parent(s).
- 7 The principal will respond to the parent(s) as soon as possible within five working days.
- 8 Any complaint about the principal should be made directly to the chairman of the Board of Governors. Contact details are available from the school secretary or directly from NEELB.

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## Record Of Complaint Against A Teacher

Name of Pupil

Class

Name of Teacher

Date of  
Incident

Complainant

Principal/Vice-Principal

Further Action