

Ashgrove Primary School

Policy  
for  
Dealing with  
Complaints  
Against  
a Teacher

1 September 2007  
Version 1:0

## Policy For Dealing With Complaints Against A Teacher

- 1 Any person wishing to make a complaint against a teacher must meet with the principal. Under no circumstances should they address their complaint directly to the teacher 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 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 teacher during non-teaching time.
- 6 If the complaint is of a serious nature the principal and the teacher 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.

# Ashgrove Primary School

## Record Of Complaint Against A Teacher

Name of Pupil

Class

Name of Teacher

Date of  
Incident

Complainant

Principal/Vice-Principal

Further Action