

Ashgrove Primary School

# General Complaints Procedure

1 September 2007  
Version 1:0

## Policy For Dealing With Complaints

(see also “Policy for Dealing with Complaints Against A Teacher)

- 1 Any person wishing to make a complaint should meet with the principal. Under no circumstances should complaints be addressed directly to a 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 The principal will listen to the complaint and notes will be taken. If necessary, a response will be deferred until the matter is investigated.
- 4 If the complaint is of a serious nature the principal may wish to seek professional advice before responding.
- 5 The principal will respond as soon as possible within five working days.
- 6 Any complaint about the principal, including the principal’s handling of a complaint, should be made to the chairman of the Board of Governors. Contact details are available from the school secretary or directly from NEELB.