



The Chandler CofE(A) Junior School CL-16a Complaints Policy

(Based on Surrey Model Complaints Policy Oct 2017)

Approved by the governing body: 01/12/2017
Review Date: Autumn 2019

Introduction

The Chandler CofE (Aided) Junior School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

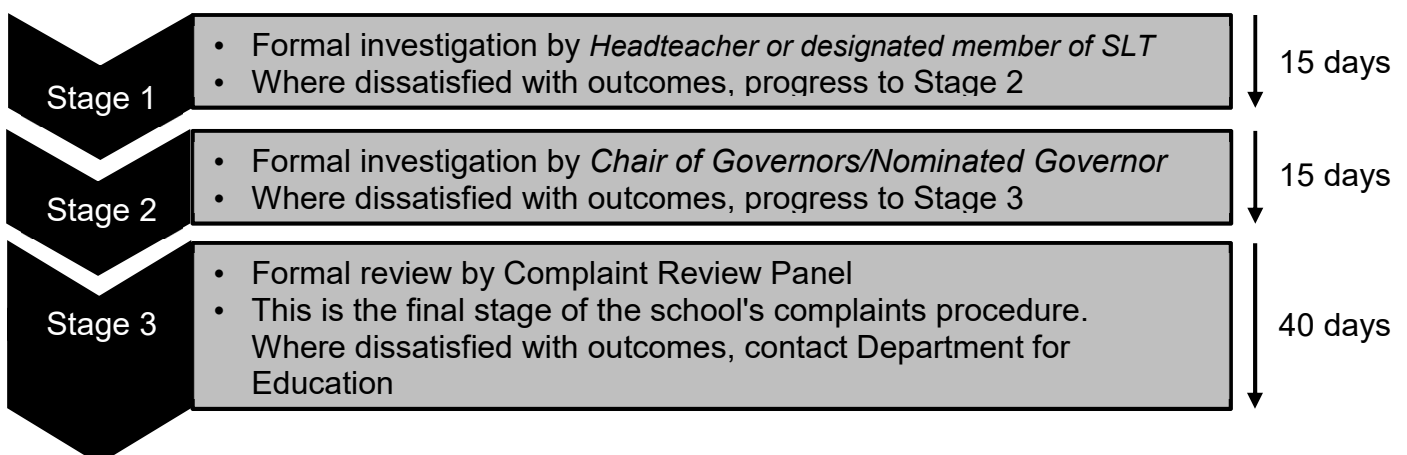
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the following procedure as detailed below.

The Chandler CofE (Aided) Junior School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the The Chandler CofE (Aided) Junior School Complaints Procedure document available on the school website and/or on request from the school office.**

Timeline for formal complaints



All timescales refer to school working days ie excluding weekends, school holidays, Inset days etc.

Policy No/Name: CL-16a Complaints Policy			
Category: 2			
Review Frequency: 2 Yearly			
Previous Policy No	PE-15a/b/c	CL-16	CL-16a/b/c
	2012-13	2016-7	2017-18
Staff Member responsible			
Nature of changes made		New SCC	SCC Revised
Governor Committee	Personnel	C&L	C&L
Date reviewed by Committee	24/04/2013	22/02/2017	01/12/2017
Date of FGB Approval (Category 1 only)			
Date next review is due		Autumn 2018	Autumn 2019