

St. Peter's C of E Primary & Nursery School



Complaints Policy

Policy reviewed: Autumn 2024
Policy due for review: Autumn 2025

"Unlocking the gates to a lifelong love of learning and faithfulness"

Vision

At St Peter's C of E Primary & Nursery School, the growth and development of children and adults is central to everything we do. As a church school, we aim to serve and take care of our community by providing an education which inspires every child to be the best they can be. This is within a framework which is rooted in distinctive Christian beliefs and values whilst embracing diversity, respecting other faiths and worshipping together. We encourage an understanding of the meaning and significance of faith and promote Christian values through the experiences we offer to all our school community.

EQUALITY, DIVERSITY AND INCLUSION STATEMENTS

In fulfilling our legal obligations we will be guided by seven core statements:

Statement 1: All learners are of equal value.

Statement 2: We recognise, welcome and respect diversity.

Statement 3: We foster positive attitudes and relationships, and a shared sense of belonging.

Statement 4: We observe good equalities practice, including staff recruitment, retention and development.

Statement 5: We aim to reduce and remove existing inequalities and barriers.

Statement 6: We consult and involve widely

Statement 7: We strive to ensure that society will benefit.

1. This policy statement sets out St Peter's C of E Primary & Nursery School's approach to dealing with parental concerns and complaints. Further details of how we handle them are contained in our procedures document, which can be found immediately below this policy on the school website: Key Information – Complaints
2. We value good home and school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents and other stakeholders feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and, where appropriate, will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
5. All school staff and members of the governing body will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with concerns and complaints, to which they will have access as required. The policy will be available on request to any affected party.
6. The school's procedures will be reviewed regularly and updated as necessary.

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7. Staff and governors will receive training in handling concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.
8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate.
9. The government and the Local Authority (LA) advocate resolution of all concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the LA in advising complainants and schools on the handling of concerns and complaints is set out in the school's complaints procedure document.