



# Watlington Community Primary School

## Complaints Policy

### Appendix 2 - Complaint Form

Please complete and return to the [Headteacher](#), via the school office, who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>
<b>Pupil's name (if relevant):</b>
<b>Your relationship to the pupil (if relevant):</b>
<b>Address:</b>     <b>Postcode:</b> <b>Day time telephone number:</b> <b>Evening telephone number:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about it under stages 1 and 2.</b>

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**

## Appendix 4

**Table outlining who deals with each stage of your complaint**

<b>Complaint is about:</b>	<b>Stage 1</b>	<b>Stage 2</b>	<b>Stage 3 - Formal</b>	<b>Stage 4</b>
General issue, policy, procedure and practice	Relevant member of staff, ie class teacher/school office	Assistant or Key Stage Leader via the School Office	Headteacher – via Complaints Form to the School Office	Chair Of Governors via the Clerk to the Governors through the School Office
Head			Chair via the Clerk to the Governors through the School Office	Panel of Governors
Individual Governor			Chair via the Clerk to the Governors through the School Office	Panel of Governors
Chair			A suitably skilled Governor will be appointed via the Clerk to the Governors through the School Office	A committee of independent governors
Chair and Vice Chair			An independent Investigator via the Clerk to the Governors through the School Office	A committee of independent governors
Governing Body as a whole			An independent Investigator via the Clerk to the Governors through the School Office	A committee of independent governors