

Thoughtfulness and Respect

Sandford Hill Primary School

Comments and Complaints Policy



School website: www.sandfordhill.org.uk

Email: office@sandfordhill.org.uk

Policy written by:	J Wildgoose
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Comments and Complaints Policy

What is a comment?

A comment is when you would like to inform us about something and suggest how to make our service to you better. All comments are logged and the suggestions made are discussed with the relevant departments. Feedback from these discussions is given to the person making the comment.

What is a complaint?

A complaint is when you are unhappy with a specific service or services provided by the school. Each complaint we receive enters Stage One of the Complaint Procedure.

Stage 1

When we receive your complaint we will send you an acknowledgement letter within three working days. A nominated member of the Senior Leadership team investigates your complaint. This person will then reply to your complaint within fifteen working days. (Not including non-term time and public holidays).

Stage 2

If you are unhappy with the response or outcome from Stage 1, please write to the Headteacher, within seven working days, with the reasons why and the outcome you would like. The Headteacher will then investigate your complaint and respond to you within seven working days. (Not including non-term time and public holidays).

Appeal Stage

If you remain unhappy with the outcome at Stage 2 you have a right to appeal within ten working days. Appeal Stage complaints are dealt with by the Chair of Governors. Please put your appeal request in writing for the attention of the Chair of Governors at the school address.:

Mr. Tim Moss
Chair Of Governors
Sandford Hill Primary School
Clayfield Grove
Longton
Stoke on Trent
ST3 5AQ

An acknowledgment of the appeal request will be sent within three working days and the Chair of Governors will reply to your appeal within fifteen working days. (Not including non-term time and public holidays).

If following the appeal you are unhappy with the outcome then the matter must be referred to the Department for Education. Guidance on school issues can be obtained from the DFE public enquiries (0870 000 2288). Complaints have to be made in writing and should only be made to the DFE once the above procedures have taken place.



Comments and Complaints

The following information explains how to inform us of any comments or complaints you have.

- **Comment** on how we can make our services better for you.
- **Complain** when we don't get it right.

Please complete the following to tell us what you think.

Comment Complaint

Your name _____

Contact telephone number _____

Please tell us about your comment or complaint:

If a complaint – please provide details of what you would like us to do:

Please return this form to the school office for action.

Please see page 2 for the definition of a comment or complaint.