

# St Luke's Primary School

## Complaints Policy



### St Luke's Primary School complaints policy

1. This policy statement sets out St Luke's Primary School's approach to dealing with concerns and complaints. Further details of how we handle concerns and complaints are contained in our school complaints procedure, which you can obtain from the St Luke's Primary School office or our website.
2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints informally and promptly, to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well and what we could improve further. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly. We actively collect feedback by using questionnaires and having opportunities to meet with parents; for example at coffee mornings or whole school events such as Sports Day and Christmas Concerts.
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 St Luke's Primary School community. In particular, any disagreement with St Luke's Primary School should not be expressed inappropriately or in front of pupils.
5. We request if parents have concerns or complaints that they should contact the school directly rather than share their concerns or complaints on social media before the school has the opportunity to respond to the concern or complaint
6. All St Luke's Primary School staff and members of the governing board will receive a copy of this policy statement and will be familiar with St Luke's Primary School's procedures for dealing with parental concerns and complaints, to which they will have access as required. The policy is available to parents on request.
7. St Luke's Primary School's procedures will be reviewed regularly and updated as necessary.
8. The DfE advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home / school relations.

Policy Agreed: October 2016

Policy Review Date: Autumn Term 2019