



POLICY ON COMPLIMENTS, CONCERNS, AND COMPLAINTS

This Statement and the guidance from the Local Authority provide information on how parents can express their views about the school whether that be to offer praise, raise a concern or make a complaint.

Schools are busy, complex organisations. Our aims centre around our pupils who are the focus of every activity as well as all who are involved in teaching and caring for them – teaching staff, support staff and governors. For the vast majority of the time everything goes well. Teachers teach effectively, our pupils learn and make progress and all involved take pleasure in celebrating success and achievement and we are always delighted when parents offer praise or thanks for the work we do.

Occasionally – because school is about people and people are only human – things can go wrong or are perceived to have gone wrong and this can cause frustration, disappointment or even anger. We wish to do everything we can to help pupils succeed.

If, however, parents have any concerns we recommend that, in the first instance, these are raised with the class teacher. This can be done either in writing or verbally. For very serious concerns parents may wish to contact the Headteacher or Deputy Headteacher at the start of the process or if you feel any difficulty which has already been raised has not been resolved. We shall always listen and respond.

If the matter needs to go further we shall recommend that parents use of the Borough of Poole’s policy on “Complaints, Compliments and Concerns”. Copies of this document are available from the school office and are on the school web site.