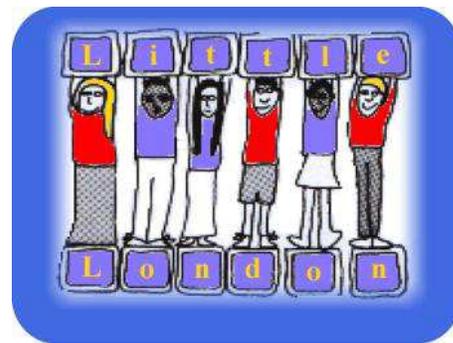


LITTLE LONDON COMMUNITY PRIMARY

PARENTAL COMPLAINTS POLICY



Adopted by Little London Community
Primary School Governing Body on
17th October 2017

To be reviewed by Governors in
October 2018

Little London Community Primary School

Parents

What to do if you have:

Questions, Concerns, or Appreciation.

Wherever possible every effort should be made to discuss concerns or issues in the privacy of the school building and in a rational, objective way.

1. Approach the class teacher.

Everyday information or concerns regarding pupil welfare or educational issues should be directed to the class teacher in the first instance. They have specific responsibility for your children so should generally be your first *port of call*.

Teachers will make every effort to speak with you at the beginning or end of the school day, but it may be necessary for an appointment to be made to ensure confidentiality.

2. Approach the Head teacher.

If you feel that your grievance has not been resolved or that you have not been given a satisfactory explanation, please contact the Head teacher.

The head teacher will always listen and respond to parental questions or comments. They are generally available at the start and end of each day, but once again, it may be necessary to make an appointment.

The head teacher is accountable to both national and local legislation, including the policies which have been written and approved by the Governing body of the school.

3. Approach the Governing body.

If after talking to the Head, you are still not satisfied, you will need to contact the Chair of Governors. This should be done in writing, addressed to the school.

This guidance is provided in line with the complaints procedure written in the School Prospectus and compliments Leeds City Council's schools complaints procedure.