

Two Moors Primary School

Complaints Procedure

At Two Moors Primary School we believe in the value of a great education for all of our children and the importance of the Headteacher, Staff and Governors working hard to build positive relationships with all of our parents and carers.

If you are not happy with any aspect of School life we would ask you to initially raise your concern with your child's Class Teacher. Alternatively, you could approach the Class Teacher who is head of your child's Key Stage or the Deputy Headteacher.

Nursery and Reception – Mrs Rhodes Lower Key Stage 2 – Ms Thompson
Key Stage 1 – Ms Johnson Upper Key Stage 2 – Mr Viney
Assistant Headteacher / SENCo – Mr Boraston
Deputy Headteacher – Mrs Jaworski

They will listen to your concern and advise you of how the matter will be dealt with. All Class Teachers work to ensure that each child is happy at the School and is making good progress. They will always want to know if there is a problem so that they can take action quickly. Most concerns can be resolved in this way.

However, if you do not feel that your concern has been properly addressed at this stage then we would ask you to raise the matter with the Head Teacher, Mrs Caroline Buckley. You can book an appointment with her through the School Office.

As a School we will work hard to address any concerns which you have.

If you are still unhappy we would ask you to contact the Chair of Governors, Mr Paul Hunt. This will enable your concern to be dealt with in a more formal way. You can write to him at the address below

Mr Paul Hunt
Chair of Governors
c/o Two Moors Primary School
Cowleymoor Road
Tiverton EX16 6HH
Telephone 01884 253006

The School's formal complaints procedures are based on Devon County Council School Complaints Procedures and current DFE Guidelines. They are outlined within:

Appendix A

The School's Complaints Procedure (with practical advice for parents and carers who want to raise a concern about the School)

Appendix B

The School's Policy for Managing Unreasonable Behaviour (with advice on acceptable parent/carers behaviour during any Complaints Procedure)

Appendix C

Example Complaints Form

The School aims to be fair, open and honest when dealing with any complaint. We will give careful consideration to all complaints and deal with them as swiftly as possible. We will aim to resolve any complaint through discussion and mutual understanding and, in all cases, we will put the interests of the children first.

Monitoring and Review

The Governing Body will monitor the implementation of the Complaints Procedure, in order to ensure that all complaints are handled properly.

The Complaints Procedure will be published on the School website and will be reviewed on an annual basis.

Adopted on 19th January 2016

Reviewed 20th September 2016

Reviewed 19th September 2017

Reviewed 18th September 2018

Next review September 2019

Appendix C – Two Moors Primary School Complaint Form

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

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 acknowledgment sent:

By who:

Complaint referred to:

Date: