

YSGOL BORTHYN

RHUTHUN



SCHOOL COMPLAINTS
PROCEDURES

(DENBIGHSHIRE COUNTY
COUNCIL)

AUTUMN TERM 2016

INTRODUCTION

At Ysgol Borthyn we strive to provide a good education for all our children. The Headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.

If any parents are unhappy with any aspect of the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk immediately to the child's class teacher or seek the attention of the Headteacher or Assistant Headteacher.

We deal with all complaints in accordance with procedures laid down by Denbighshire Education Authority. These procedures were implemented during the Autumn Term 2016.

AIMS

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

MONITORING and REVIEW

The Governing Body monitors the complaints procedure, in order to ensure that all complaints are handled properly.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

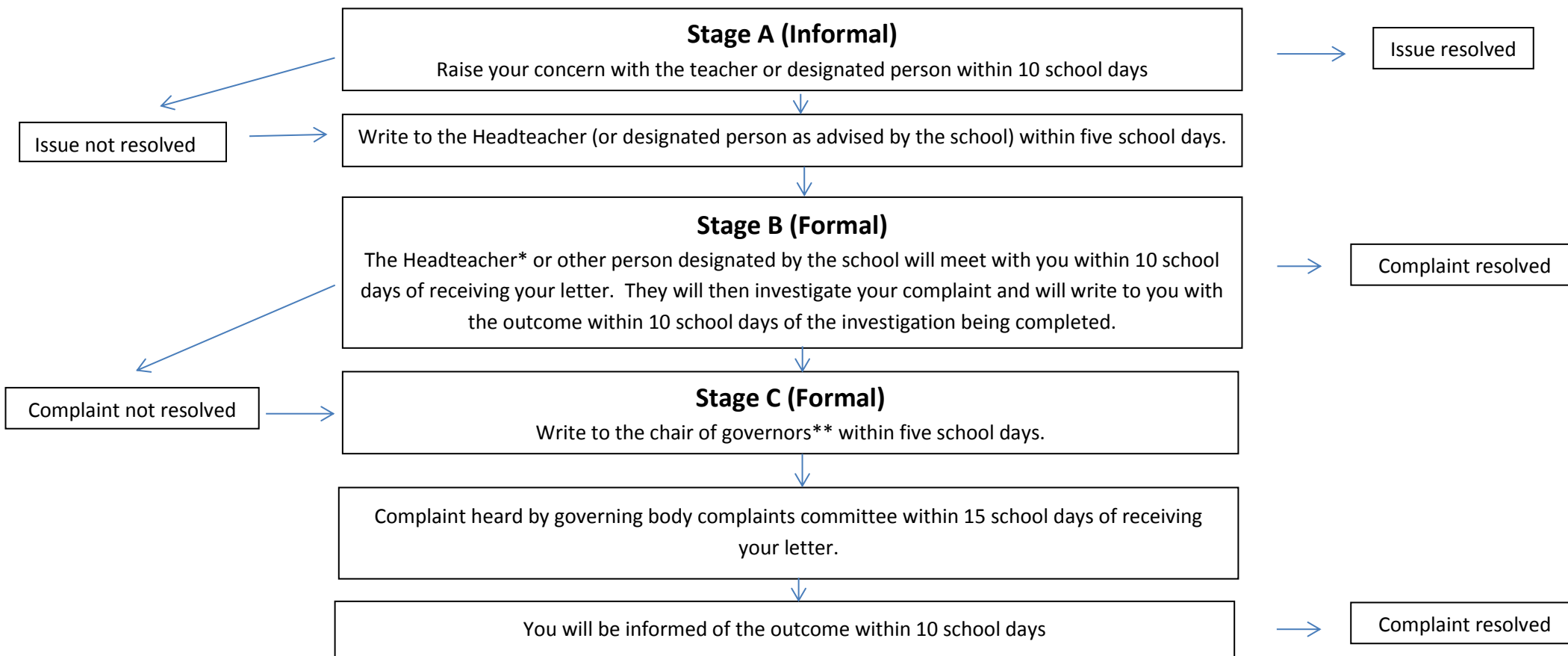
This policy is made available to all parents so that they can be properly informed about the complaints process.

The Complaints Procedures are included in the School Prospectus.

This policy is reviewed every two years, or before if necessary.

Appendix A: Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or a complaint about the school provided that the concern or complaint does not fall under other statutory procedures



**If the complaint is about the headteacher you should write to the chair of governors.*

*** If the complaint is about the chair of governors you should write to the vice chair.*

All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.

The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.

