



Beech Green Primary School

Complaints Procedure Summary

If you have a complaint relating to the school, in most instances the following procedure should be followed:

Discuss with child's class teacher

If unresolved



Discuss with Deputy Headteacher or Headteacher

If unresolved



Submit complaint in writing to Chair of Governors

(At this stage and if both parties are willing to do so, an informal meeting could be arranged to discuss and hopefully resolve the issue)



Within 15 working days

Complaints Appeal Panel will sit and conduct complaint hearing



Within 10 working days

Written decision to all concerned parties

If complainant is not satisfied



Contact Local Authority for advice

For further details, including Local Authority contacts, refer to the school's Complaints Policy, obtainable from the School Office or school website.