

General Complaint's Procedure

- 1. Complaint received by Principal**
- 2. Investigation into complaint, i.e. interview the staff member involved, the child involved, other relevant parties. Establish the facts.**
- 3. Can a resolution or action to solve problem be agreed ?**
- 4. Report back to parent on resolution / actions to be taken / findings.**
- 5. Are they agreeable with the steps to be taken?**
- 6. Meet with the Principal for further discussion. (Staff may be in attendance subject to Principal's discretion).**
- 7. a) Outcome / action agreed. Situation monitored by staff and principal. Feedback from parents encouraged. b) If action fails begin process again at 3**
- 8. Outcome not agreed – involvement of Chairman of Governors.**