

**Complaints policy for Surrey maintained schools, academies  
and free schools**

**Complaints policy for  
St Mary's C of E Primary School**

**Autumn Term 2018**

# St Mary's C of E Primary School

## Complaints Policy

Initially approved by the Governing Body – September 2018

Rewritten – Autumn 2018

Review Date – Autumn 2019

### Introduction

St Mary's C of E Primary School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:-

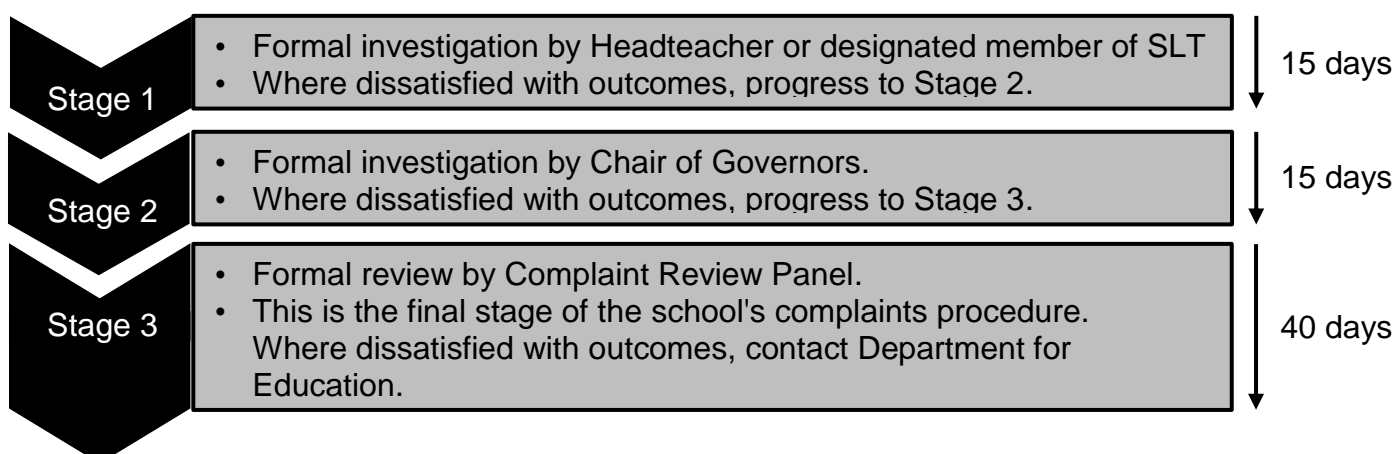
- Fairly.
- Openly.
- Promptly.
- Without Prejudice.

### Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

St Mary's C of E Primary School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see St Mary's C of E Primary School's Complaints Procedure document available on the school website and/or on request from the school office.**

### Timeline for formal complaints



**All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.**