

<p style="text-align: center;">Watlington Primary School Overview of the procedure for Concerns and Complaints</p>
Stage 1 – Informal concern
Parent/ carer speaks to class teacher – the matter will usually be resolved.
If unable to resolve – parent/carers meets with the headteacher.
Most concerns will be resolved at this stage.
Stage 2 – Formal complaint
Use the complaint form (found in the Complaints Procedure policy) and send to the Headteacher (in a sealed envelope).
If your complaint is about the Headteacher, send the form to the Clerk of Governors (in a sealed envelope) who will forward to the Chair of Governors.
<p>Within 5 days you will be notified in writing of the procedure and timescales that will follow:</p> <p>Either:</p> <p style="padding-left: 20px;">a meeting may then be held to clarify and resolve the issue</p> <p>Or:</p> <p>An investigation will take place and you will be notified of the outcome in writing</p>
Complaints will usually be closed at this point.
If you feel the Complaints procedure was not followed properly you may request a review of the process.
Review of the process
Within 10 school days of the outcome you must request a review (form found within the Complaints Procedure policy).
Send the form to the Headteacher .or Clerk of Governors
A review will take place usually by a panel of 3 governors within 10 days of receiving the form.
You may be invited to attend this panel.
You will be notified of the outcome of the panel (usually within 5 school days) and the matter will then be closed.

Please ensure that you read the full Complaints Procedure and Policy (available on the website or by request from the School Office) in order that your concern is dealt with appropriately.