



Danemill
Primary School

Only the best is good enough.

Danemill Primary School – Complaints Procedures

At the heart of this policy is the child's well-being and safety; Danemill Primary School values highly its partnership with parents/carers and has developed this complaints procedure to strengthen that partnership. We believe that establishing this procedure will encourage a shared approach and increase confidence in the school. Complaints will only be accepted from Parents relating to Children who are currently attending Danemill School. Throughout the process, we will record your concerns, and the outcomes of the conversation.

➤ **Stage One – informal conversation**

We hope that most issues can be resolved at an early stage by a conversation with the class teacher. Appointments to see class teachers can be made through the office.

➤ **Stage Two – referral to key stage coordinator.**

If your concerns have not been resolved at stage one of the complaints process, you can request a further appointment with the relevant key stage coordinator. Your key stage coordinators are: -

Early Years Foundation Stage & Key Stage One – Mrs J.Stone

Key Stage Two – Mrs K. Ellis

➤ **Stage Three – referral to senior leaders.**

Occasionally matters are not resolved through stages one and two. In these cases the Senior Leaders will be pleased to discuss your concerns further; please contact the office to arrange a mutually convenient appointment. Your senior leaders are: -

Miss. T. Lawrence – Acting Headteacher

Mrs J. Hickinbottom – Deputy Headteacher

Mrs J.Stone – EYFS & Key Stage One coordinator

Mrs K.Ellis – Key Stage Two coordinator

Mrs L.Higham - SENDCo

A senior leader will respond to your complaint within five days.

➤ **Stage Four: - referral to the Advisory Board**

If, after meeting with senior leaders your concerns are still not resolved, you can refer your complaint to the Advisory Board who will acknowledge receipt of the complaint within five days and reply formally within twenty days. You would need to submit your complaint in writing and leave it with the office staff, who will direct it accordingly.

In the rare circumstances that a parent is unhappy with the outcomes of stage four, you may appeal to the **Cluster Executive Leader**. A request must be made in writing if you wish to take the complaint further.

The complainant should be advised that the Local Authority has no role in dealing with complaints due to the fact that we are part of Discovery Schools Multi Academy Trust.