



Harborne Primary School

Complaints Procedure

June, 2023

Ratified by:

Date:

Date of next Review:

Complaints Procedure (including curriculum complaints and complaints from parents of children with Special Educational Needs and Disabilities)

We hope that you will always feel able to discuss any concerns you may have with the Class Teacher or Year Group Leader first. These are the people who know your child best and can usually sort out any issues. We take concerns seriously and aim to resolve them as quickly and sensitively as we can, and usually within two school working days.

If concerns are not resolved in a satisfactory manner, you may then consult a member of SLT or the Head Teacher for further guidance. If you are still not satisfied, there may be a desire to make a complaint in a more formal way. We expect complaints to be made as soon as possible after an incident arises (although three months is generally considered to be an acceptable time frame in which to lodge a complaint).

Formal complaints must be made, in writing, through the following steps:

a) **First to the Head Teacher**

Telephone: 0121 464 2705

Email: enquiry@harborne.bham.sch.uk FAO Head Teacher

Letter: FAO Head Teacher

Harborne Primary School,
Station Road,
Harborne,
Birmingham,
B17 9LU

If he is unable to resolve things then you should proceed to the:

b) **Governing Body**

Telephone: 0121 464 2705

Email: enquiry@harborne.bham.sch.uk FAO Chair of Governors

Letter: FAO Chair of Governors.

Finally, if you are still not satisfied, you have recourse to the:

c) **Local Authority**

Address available from the School Office.

The school will log all letters and emails of complaint addressed to the Head Teacher and acknowledge receipt of these within two working days, during term time. The complaint will be investigated and, where possible, a reply from an appropriate member of staff will be issued within one week of receiving the complaint. If this is not possible, the school will inform you of when you can expect to receive a reply. These same time scales and procedure will apply to a complaint addressed to the Chair of Governors.

Conversely, if you are pleased with the school's achievements, we really hope you will tell us!

