



## Little Eaton Primary School

### Complaints Policy

This policy sets out the ways in which complaints should be dealt with from parents or guardians, from children and from members of the teaching and non-teaching staff within the school.

A complaint is defined as a report from one of the above mentioned persons that they are not happy with something that the school, a teacher, a member of the non-teaching staff, or a helper has done, failed to do, or done in an unacceptable way, and should be dealt with in the following ways:

- a) A parent or guardian: should a complaint arise which relates to matters that are directly the responsibility of the school, the response should come initially from the Headteacher.
- b) Teaching staff: In the event that a member of the teaching staff feels it necessary to make a complaint, this should, if possible, be discussed initially within the Headteacher and/or the Chair of Governors. However, given the intimate nature of the school, an occasion may arise wherein the complainant may wish to communicate directly with the Governing Body.
- c) Non-Teaching Staff: All such staff are directly responsible to the Headteacher to whom all concerns should be initially directed.
- d) Children: It is acknowledged that children have the right to be listened to and for their views and feelings to be taken seriously. Any complaint or concern should initially be dealt with by the staff concerned. If the matter cannot be resolved between these two parties, then children should be encouraged to talk about any concerns with the Headteacher. Any matter brought to the attention of the Headteacher will be followed up.
- e) In the event of a complaint which relates to procedures and provisions, this is directly the responsibility of the Education Department and a response should come from the Director of Children and Young Adults Services or their representative
- f) Child Protection Issues: If a complaint contains the possibility that a child may have been, or may be a risk of abuse (physically, emotionally, sexually or by neglect) then reference should be made to the child protection policy.  
Any investigation would be carried out under the child protection procedure, not the complaints procedure.

The Headteacher can be contacted in several ways:

- In person – the Headteacher's office is by the main school office in the lower building.
- By telephone – 01332 831471
- By e-mail – [headteacher@littleeaton.derbyshire.sch.uk](mailto:headteacher@littleeaton.derbyshire.sch.uk)
- By letter – Little Eaton Primary School

Any parent or child is always welcome to meet with the Headteacher, even if your concerns seem to be minor, you should feel that you can come and discuss them.