



Be the best you can be, every day

Complaints Procedure

- **THIS DOCUMENT IS** a statement outlining procedure for dealing with complaints at North Downs Primary School.
- **IT WAS WRITTEN** to reflect the latest guidance from Surrey County Council.
- **IT HAS BEEN TAKEN FOR APPROVAL** to the Governors in Autumn 2017
- **THIS POLICY WILL BE REVIEWED** in Autumn 2018

Introduction

North Downs 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:

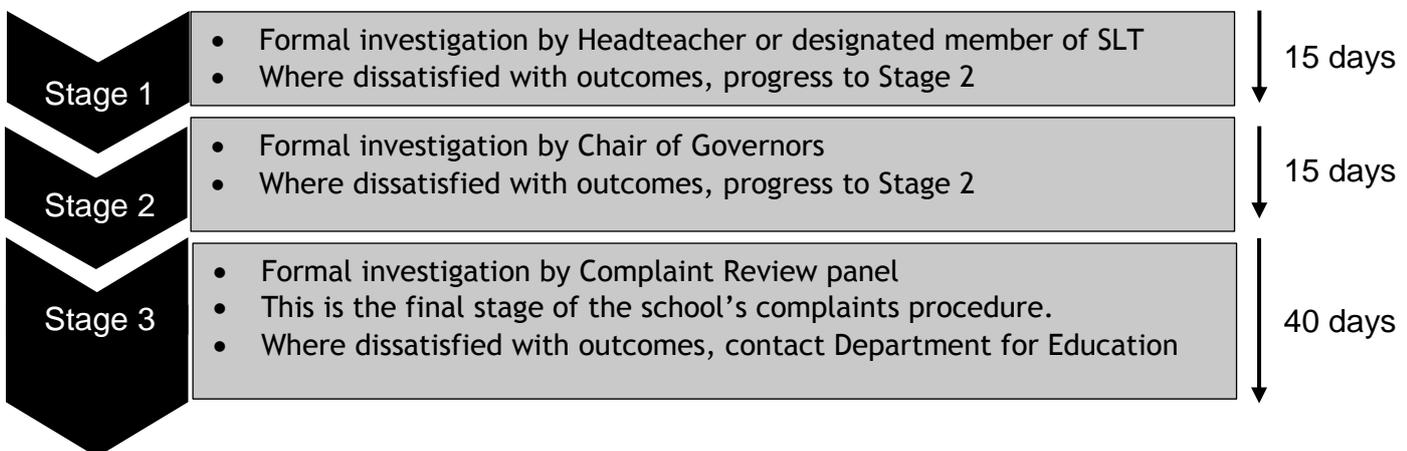
- Fairly
- Openly
- Promptly
- Without Prejudice

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.

North Downs operates a three stage formal complaints procedure. For more details about the formal complaints procedure, please see the North Downs School 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.