



# DRAFT Our approach to complaints at Sacks Morasha School

All at Sacks Morasha are committed to a strong partnership between home and school and we welcome parents' views, comments, questions and concerns. Please come in and talk to us if you are worried about anything at all and we will do whatever we can to address your concerns as quickly as possible and to the satisfaction of all concerned. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

Although complaints are rare at Sacks Morasha, schools are required to have complaints procedure in place.

We value good home/school relations and will, therefore, do everything we can to establish and maintain them. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we ask parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of children.

The majority of concerns from parents, carers and others are handled under the following general procedures. The procedure is divided into three stages:

## The informal stage

- This stage aims to resolve the concern through informal contact with the class teacher in the first instance. If this is not possible, please request a meeting with a member of the senior leadership team. The Headteacher is always happy to meet with parents once the class teacher/senior leaders have been informed of the issues.

## Stage one

- Stage one is the first formal stage at which written complaints are considered by the head teacher or the designated governor, who has special responsibility for dealing with complaints.

## Stage two

- Stage two is the next stage once stage one has been worked through. It involves a complaints appeal panel of governors.

The Governor responsible for complaints is Jason Marantz as he is the Chair of the Governing Body