

ENQUIRIES AND COMPLAINTS POLICY

1. Larkmead School seeks to provide an outstanding standard of service and encourages parents, students and members of the community to contact us if they have any suggestions, concerns or complaints (including those against the curriculum) that they would like to air.
2. The school policy is to create an environment of openness and ease of access for parents, students and the community to the Headteacher, Staff and Governors. By adopting this approach we aim to prevent minor issues becoming more serious and to ensure that major concerns are dealt with promptly and fairly.
3. All complaints and suggestions will be treated seriously and with discretion, regardless of the level of severity.
4. We wish to assure parents that raising issues with the school will in no way effect the education of their children.
5. Our aim is to ensure that:
 - Suggestions will be treated promptly with an initial response in **48 working hours**.
 - All complaints or suggestions will be cleared or resolved in **5 working days**.
 - In exceptional circumstances where it is impossible to meet these deadlines, then the initiator will be contacted to explain why there has been a delay and when a full reply will be made.
6. Parents are encouraged to raise concerns at an early stage. This can be done by a variety of means:
 - A letter via their child's tutor.
 - A phone call to the School Office
 - By making an appointment to meet a member of staff.
 - By a comment in their child's planner.
 - Using the Parents' Response Form attached to the annual report.
 - At Parents' Evenings.
 - At the Governors' Annual Report to Parents meeting.
7. Whilst the Headteacher is very willing to receive both suggestions and enquiries, parents will appreciate that in some circumstances it may be more appropriate for another member of staff who has a more detailed knowledge of the issue to respond in the first instance.
8. However, if the response does not answer your concerns, then the initiator is invited to contact the Headteacher directly.
9. All complaints about the conduct of staff should be addressed to the Headteacher, with complaints regarding the Headteacher being sent to the Chair of Governors.

10. Should the complainant remain unsatisfied, then they are invited to contact the Chair of Governors, via the School Office.

11. Review. This policy will be reviewed every 3 years or earlier if circumstances dictate.