



The Horsell Village School Complaints Policy

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Approved by the Governing Body December 2017
Review Date September 2018

Introduction

The Horsell Village 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:

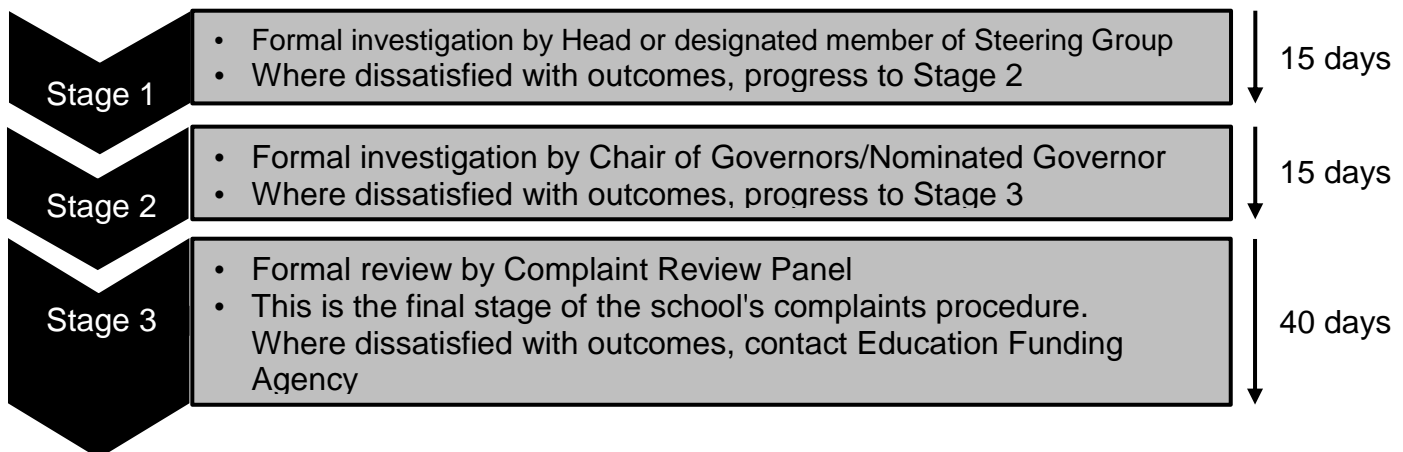
- Fairly
- Openly
- Promptly
- Without Prejudice

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.

The Horsell Village School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see The Horsell Village 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.