



Complaints Policy

Bramley Church of England (VA) Infant and Nursery School

Policy effective from July 2021

Approved by Resources Committee

Last reviewed on November 2020

Next review due by July 2023

Version history

Version	Description of change	Author	Approved
2.0	Reformatted and language updated.	Shona Taylor	Governors, July 2021
1.0	Original version	Shona Taylor	Governors, November 2020

Introduction

Bramley Church of England (VA) Infant and Nursery School (the School) endeavours to provide the best education possible for all of its pupils in an open and transparent environment. The School welcomes any feedback that it receives from parents, pupils and third parties, and accepts that not all of this will be positive. Where concerns are raised the School intends for these to be dealt with:

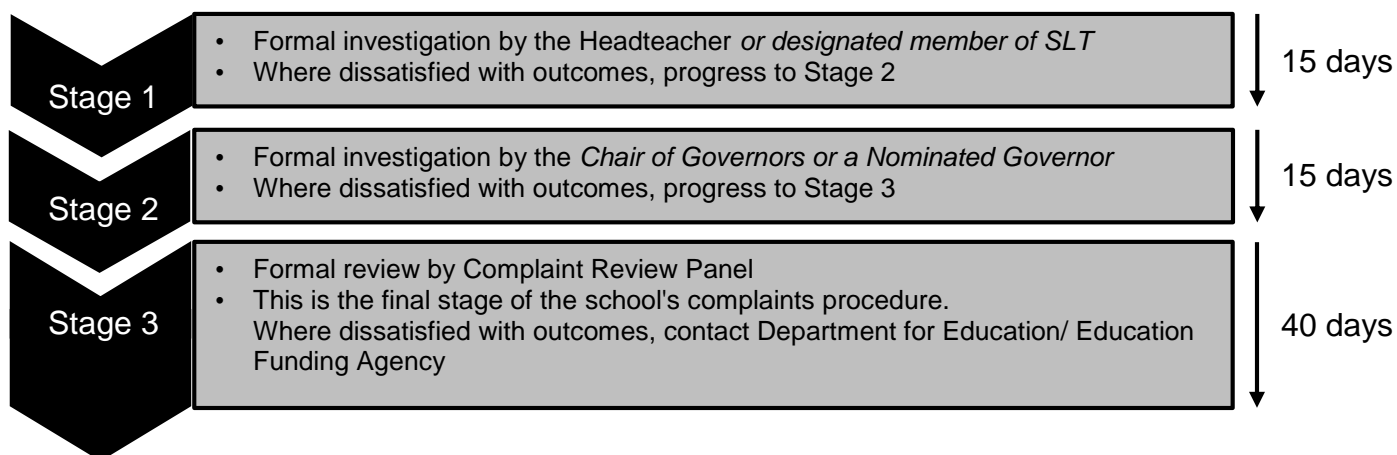
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

Parents, pupils and third parties needing to raise an issue in the first instance, should please do so with the relevant member of staff who will be happy to enter into a conversation and seek to establish a solution. If the complainant is not satisfied with this response and believes the issue has not been resolved, they should please use the formal procedure, summarised below.

The School operates a three stage formal complaints procedure. For more details about the formal complaints procedure, please see the Bramley Church of England (VA) Infant and Nursery School Complaints Procedure document 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.