

**'We Work Best When We Work  
Together'**

# **PARENT COMPLAINT POLICY**

**Policy Update: June 2026**

**Policy to be reviewed by: September 2028**

# Parent Complaint Policy and Flowcharts

This policy outlines the procedures for parents and carers to raise concerns or complaints within the school. The school is committed to resolving concerns fairly, promptly and respectfully.

## Principles

- Complaints will be treated seriously and confidentially.
- Concerns should be resolved at the earliest possible stage.
- Parents will be treated respectfully throughout the process.
- Accurate records will be maintained.

## Staffing Complaints

Complaints relating to staff conduct, communication or classroom issues should follow the staged process below.

## SEND Complaints

Complaints relating to Special Educational Needs and Disabilities (SEND) provision should follow the staged process below.

## Safeguarding Concerns

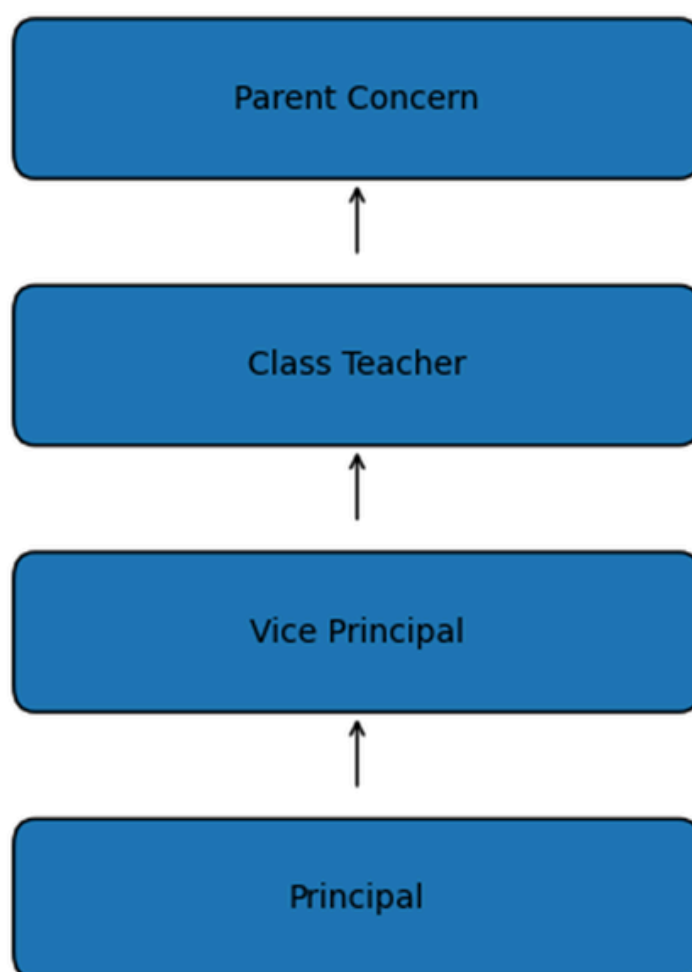
Safeguarding concerns should be raised immediately and will be treated with the highest priority in line with safeguarding procedures.

## Monitoring and Review

The Principal and Board of Governors will review this policy annually to ensure effectiveness and compliance with current guidance.

# Staffing Complaint Flowchart

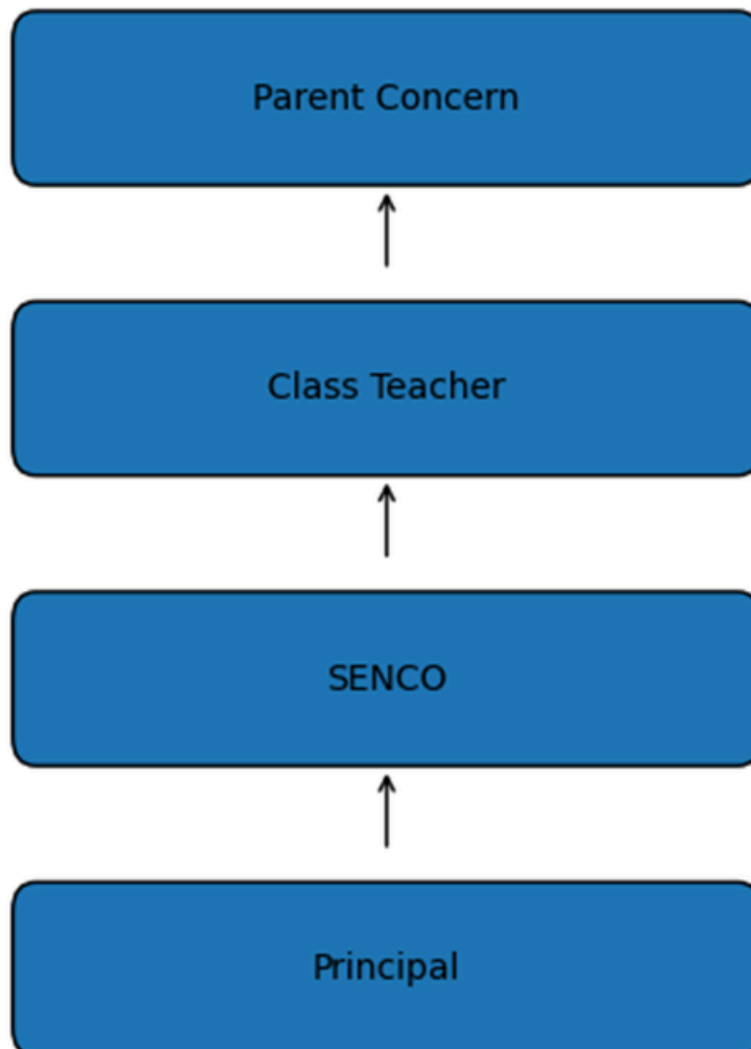
## Staffing Complaint Procedure



# SEND Complaint Procedure Flowchart

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## SEND Complaint Procedure



# Safeguarding Concern Procedure Flowchart

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## Safeguarding Concern Procedure

