



# A model complaints policy for Surrey maintained schools, academies and free schools

## Complaints policy for Polesden Lacey Infant School September 2019

Status	Statutory
Review Cycle	Yearly
Date written/last review	September 2019
Date of next review	September 2021

Signed Chair of Governors

Date

Signed Headteacher

Date

# Polesden Lacey Infant School

## Complaints Policy

Approved by the Governing Body 2<sup>nd</sup> October 2019  
Review Date October 2021

### Introduction

Polesden Lacey Infant 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:

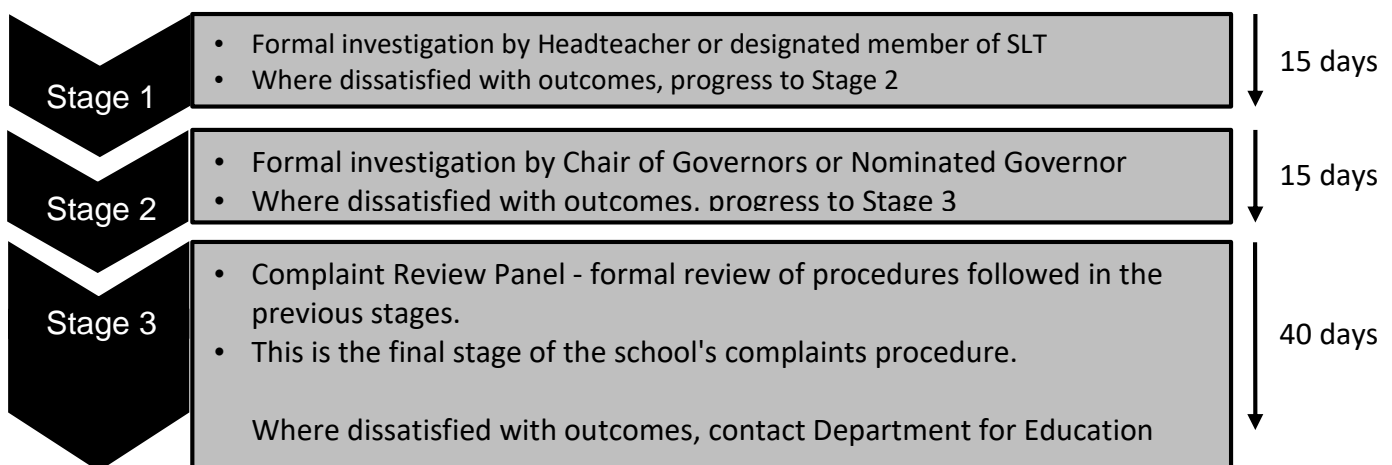
- Fairly
- Openly
- Promptly
- Without Prejudice

### 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. We will respond within 10 school working days. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Polesden Lacey Infant School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the Polesden Lacey Infant 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.**