



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

Complaints policy for Polesden Lacey Infant School December 2023

Status	Statutory
Review Cycle	Yearly
Date written/last review	December 2023
Date of next review	December 2026

Signed Chair of Governors

Date

Polesden Lacey Infant School

Complaints Policy

Approved by the Governing Body 2nd October 2019

Review Date October 2021

Review Date January 2023

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:

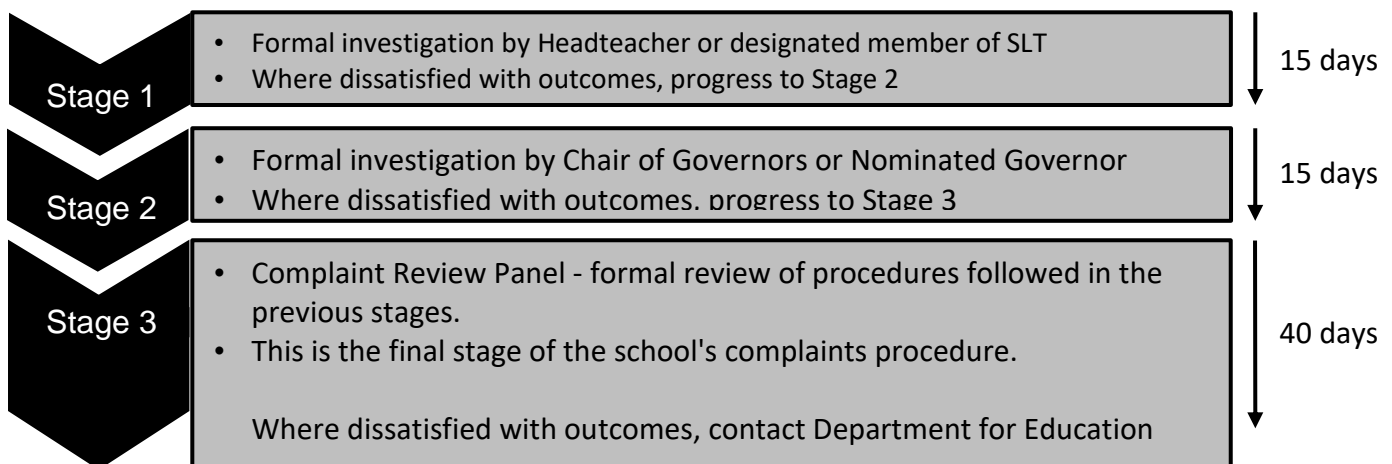
- Fairly
- Openly
- Promptly
- Without Prejudice

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.