

# ***The Ryde School***

## ***Complaints Procedure***



Reviewed: March 2019

Next Review: March 2022

## Complaints Procedure

The Ryde School

Spring 2019

The school works closely with parents/carers and we hope that parents/carers who have any concerns or anxieties will raise these with the class teacher in the first instance and with the Headteacher. Most concerns are resolved through this channel. Meetings will be minuted and a copy of the minutes will be shared with those present. We shall ask that meetings are not recorded without prior approval. A notice to this effect is visible in the meeting room and in the Head Teacher's office.

If there is still dissatisfaction then a complaint should be referred formally to the Chair of Governors. The complainant should set out the complaint in writing and submit it to the Clerk of the Governing Body whose address is available at the school. Most complaints are the responsibility of The Governing Body and will be resolved by them. Should this not occur you can complain further to the Local Education Authority by contacting The Head of Conciliation and Appeal Unit at County Hall, Hertford.

Complaints are investigated speedily, efficiently, fully and fairly. All aspects of each individual case are given proper consideration.