

The school could take the following actions to resolve your concern or complaint:

- Give you information or an explanation to clear up a misunderstanding
- Apologise on behalf of the school
- Learn from the issue, accepting that something could have been handled better and explaining what has been done to stop the same thing happening again
- Arrange action by the Headteacher to address an issue with a member of staff through support and development
- Apologise on behalf of the person your concern or complaint what about but only if they agree to this
- Arrange action by the Governing Body to address matters of policy or procedure

It is hoped that most problems will be resolved through the informal process.

If, having followed this informal process, you are still not satisfied with the outcome. The school has a complaints policy which is available on the school's website:

<http://www.pathfield.devon.sch.uk/wp-pathfield/our-school/policies>

This policy details the next formal stage of the policy, namely a letter to the Headteacher or in cases when the complaint is about the Headteacher, a letter to the Chair of Governors.

CONTACT VIA:

01271 342423  
admin@pathfield.devon.sch.uk

Chair of Governors – Rosemary Mitchell

Headteacher - Claire May

Deputy Head Teacher – Abi Staff

Deputy Head Teacher – Laura Somerville

Members of the Leadership Team:

EYFS/KS1 – Rose Perkins

Asst Head Teacher/Middle School – Stuart Allman

Behaviour/ASC – Adam James

Upper School – Laura Somerville

Post 16 – Laura Matthews

Curriculum – Pauline Bithell

PMLD – Karen Goodwill



## PATHFIELD SCHOOL

### **I HAVE A CONCERN OR COMPLAINT – WHAT SHOULD I DO?**

Staff and Governors at Pathfield School are committed to provide a safe and supportive environment for pupils, families and staff in which Teaching and Learning can be promoted.

Despite this commitment we recognise that there will be times when any person may need to raise an issue.

Not all concerns are complaints and it is accepted that it is in everyone's best interests for the issue to be resolved informally at the earliest possible opportunity.

Depending on the nature of your concern, start by talking with the class teacher.

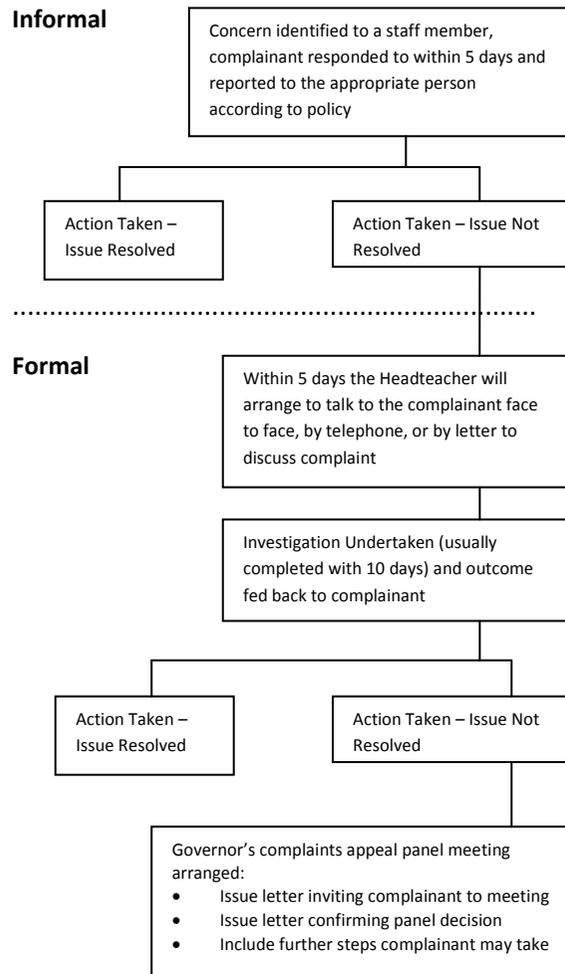
It maybe more appropriate to contact a member of the Leadership Team, Deputy Head Teacher or Head Teacher.

When raising your concern you should:

1. Make an appointment as soon as possible; this will give both parties the opportunity to talk about the concern without being interrupted
2. Be clear about what your concerns are
3. Having details of your concerns, such as dates or examples
4. Provide accurate information
5. Refrain from making spurious or personal allegations
6. Maintain an appropriate level of courtesy and restraint
7. Listen to the school's explanation where given
8. Have an idea of how you would like your concerns to be resolved

## FLOWCHART

Summary of Dealing with Complaints/Concerns



When dealing with your concerns we will:

1. Listen courteously to your concerns and take them seriously
2. Listen to your issues impartially
3. Make notes where appropriate, it is good practice to make a brief written record of the concern raised and any agreed actions
4. Ask how you would like your concerns to be resolved
5. Be prepared to ask for input from the Headteacher or other school based professional
6. Explain clearly what will be done next, setting out timescales and procedures
7. Where appropriate reassure the person with concern that this will not recur as alternative practice/s will be put in place
8. Maintain confidentiality where appropriate
9. Ensure the complainant is kept informed of any actions taken as a result of the complaint having been looked into
10. If necessary, carry out a more detailed investigation into your concern or complaint