

Bankwood Community Primary School

Encouraging pride, progress and responsibility

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Complaints Procedure

At Bankwood Community Primary School we hope that good relationships and regular dialogue between home and school will minimise your concern over every aspect of your child's life in school. However, we do recognise that occasionally things do go wrong and that issues need to be addressed in order to enhance the partnership between home and school, and for parents to feel confidence in the school.

When a concern is raised our aim would be to achieve a satisfactory resolution for all parties at the earliest opportunity and the following guidelines should enable this.

Discussions with School Staff

If you have a concern please speak to the class teacher informally in the first instance, if appropriate, at a mutually agreed time. If you are unable to have personal contact then please express your concerns in writing.

The Headteacher or Administrative Officer will contact you within 72 hours of receipt of any verbal or written complaint or concern, to arrange an appointment for discussion on the issue, within five working days, if the issue remains unresolved. This is also the case should the concern be about the Headteacher.

Involvement of Governors

If the matter remains unresolved then parents should contact the Chair of Governors in writing. (Sent via the School Office).

The Chair of Governors will acknowledge your letter within 7 working days and detail within the reply what will happen next. This will include details of the timescale for consideration and response. These will depend on the nature of the complaint and who will handle it.

In the rare event of this procedure not leading to a satisfactory outcome for all parties, the Chair of Governors will advise all parties on subsequent procedures as set out in the document below.