

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

**Complaints policy for
Ashford Park Primary School
Summer Term 2018**

Ashford Park Primary School Complaints Policy

Approved by the Governing Body Summer Term 2018
Review Date Annually or upon receipt of Surrey CC updates

Introduction

Ashford Park Primary 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:

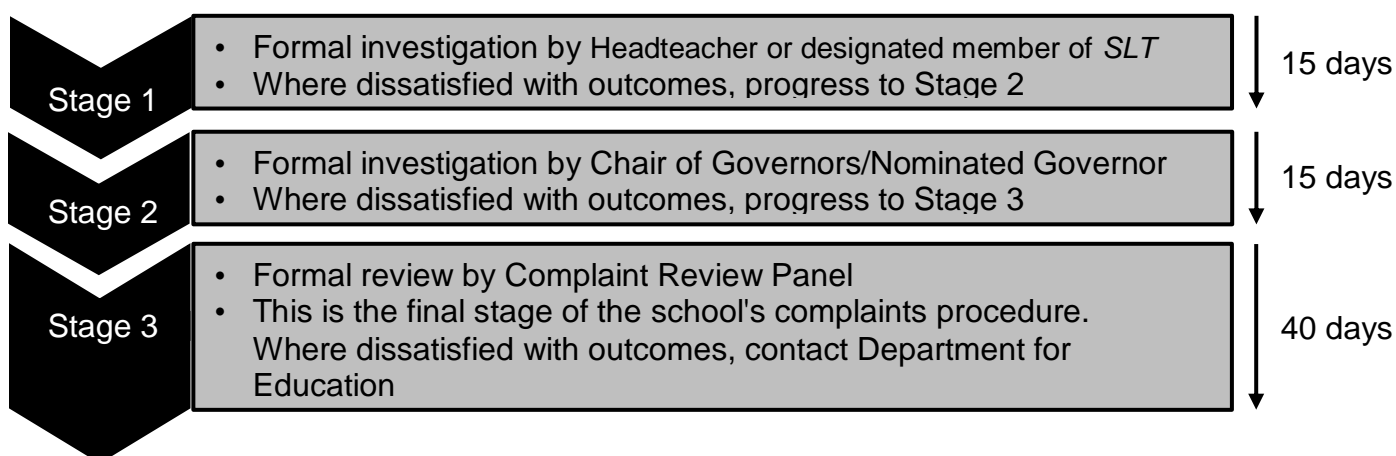
- Fairly
- Openly
- Promptly
- Without Prejudice

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. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Ashford Park Primary School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the Ashford Park Primary 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.