



Managing Concerns and Complaints



We recognise and appreciate concerns arise for a wide variety of reasons and these can and do produce a range of strong emotions. From experience, problems are **always** resolved more quickly and effectively if specific concerns and problems rather than strong emotions. Members of the school community can be assured that all members of staff act in good faith and will make every effort to resolve any issues arising in order that children may be confident, happy and learning productively in the shortest period of time.

Our aim when dealing with complaints, is to resolve them:

- Openly
- Fairly
- Promptly
- Without prejudice

Our **principles** for responding to complaints will:

- Be managed consistently by every member of the Chesswood School community
- Be welcoming and understanding
- Not trivialise or dismiss a complaint without giving it full consideration
- Be simple to understand and follow
- Be evidence based and focused on outcomes
- Adhere to specific time limits for action
- Keep people informed at all stages
- Where necessary, respect people's desire for confidentiality
- Be carefully quality assured
- Provide information to senior leaders and governors so that we may learn, develop and improve Chesswood Junior School for all.