



# Houghton Regis Primary School



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### General Complaints Procedure

#### Parents or Guardians

1. Parents/guardians who have a complaint against a pupil may write or telephone the school and make an appointment to see the appropriate teacher or Headteacher.
2. Parents/guardians who have a complaint against a member of staff may write or telephone the school to make an appointment to see the appropriate teacher or Headteacher.
3. If the action or response of the teacher does not satisfy the complainant, the parent/guardian may write or telephone the school and make an appointment to see the Headteacher.  
If time permits within the school daily timetable, the parent/guardian may be able to speak by telephone to the appropriate teacher or Headteacher, or may leave a telephone number at which they may be contacted.
4. If after speaking to the Headteacher the complainant remains unsatisfied with the response, the parent/guardian may contact a school governor or the Chair of Governors by writing to them care of the school.
5. It is the aim of the school to resolve any complaints at stage one or two above.

Reviewed July 2017