

Beaufront First School

Nurturing happiness, achievement and respect

Headteacher: Mrs Eileen Daniel

Complaints Policy Summary

Beaufront First School's Complaints Policy and Procedure sets out the process which will be used in the event of complaints (by parents or members of the public) against the school, a member of staff or the governing body.

As a small school, we strive to foster a family atmosphere at Beaufront. We have an "open door" policy and hope that parents and others within the School Community will feel able to discuss any concerns with the Head Teacher, and appropriate member of staff or one of the school governors. We recognize that it is in everyone's interest that complaints are resolved at the earliest possible stage and, if at all possible, the complaint should be discussed between the person making the complaint and the member of staff involved.

Wherever possible, complaints are handled without the need for formal procedures.

Further details of the Complaints Policy and Procedures are available on the school website and from the School office.