

Greenhill School



Information for Parents/ Carers and Pupils (Summary Complaints Policy) 2014-2015

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What to do if you are unhappy about something or want to make a complaint

We have a detailed Complaints Policy on our website www.greenhillsp.cardiff.sch.uk . This is a summary of the key points. We aim to deal with as many of the complaints as possible at the earliest stages.

<u>Stage One</u>	Informal stage	There are lots of things the school can do to try to help to solve the problem.
	Talk to someone who can help.	We hope most concerns/complaints will be solved by talking to someone. A discussion with a member of staff or School Counsellor will happen and everyone can make suggestions for improving things.
<u>Stage Two</u>	Headteacher's investigation	If things don't improve you can write down your concern and give it to the Headteacher /Deputy Headteacher.
	Let the Head or Deputy Head know if things don't improve.	The Headteacher/Deputy Headteacher will look into your concerns and meet with you to try to sort out the problem.
<u>Stage Three</u>	Governing body review.	The governing body will seek to establish the facts of the situation, to resolve the complaint if possible and recommend action to prevent re-occurrence of the complaint where appropriate.
	Let a governor know if things still haven't been solved.	You will also be given details of Stage 4 and 5 which look at how the complaint was dealt with.