



Complaints Procedure

School vision and values

Creating Future Stars!

Queensbridge Primary School is a safe, welcoming and nurturing school that offers a sense of belonging. We work with families to ensure that all achieve their potential across our diverse community having relentless high expectations of ourselves and others. We are innovative, creative and consistent in our approach, constantly reflecting on our practice. We try to make learning creative, stimulating, inclusive and fun with lots of challenge setting ambitious goals for the future.

We try to provide a vast range of opportunities to light the spark of their learning giving them the skills and tools they need to take off and fly!

Queensbridge ensures that children are ready for the world ahead of them as:

- Independent thinkers, enterprising and creative
- Problem solvers, negotiators, reflective and thoughtful
- Excellent communicators
- Happy, confident and curious learners, inspired and well-motivated
- Hard workers
- Responsible members of the community
- Good citizens- children who are respectful, responsible, kind and caring

Happy children make good learners



Complaints Procedure

Introduction

A complaint can be brought by a parent of a registered child at the school, a person who has been provided with a service or a facility at the school or any third party who may have cause to complain about the school. The procedure refers to this person as a complainant.

A concern or unresolved problem becomes a complaint only when the complainant asserts that a school has acted wrongly in some significant decision, action or failure to take action. Even when a complaint has been made it can be resolved or withdrawn at any stage. The nominated member of staff with responsibility for the operation and management of the school complaints procedure is the Headteacher Sarah Bailey.

Expectations of the Process

Our complaints policy sets out the expectation that there is a full and fair investigation by an independent person where necessary; that the process respects people's desire for confidentiality; addresses all the points at issue and provides an effective response and appropriate redress, where necessary and provides information to the school's senior management team so that services can be improved. The school expects complaints to be made as soon as possible after an incident arises (although three months is generally considered to be an acceptable time frame in which to lodge a complaint); however, the school will consider exceptions to this.

If you have cause for complaint regarding the service we provide, you should do as follows:

1. Talk to the Head Teacher Senior Member of staff on site and see if your complaint can be resolved with them.
2. If you cannot resolve it with the staff on site please contact the Head Teacher by telephone or in writing:
Sarah Bailey
Head Teacher
Queensbridge Primary School
Queensbridge Road
London E8 4ET
0207 254 1186

We will acknowledge receipt of your letter or phone call within 3 days. We will give you a response to your complaint within 10 working days or we explain what we are doing to sort out the complaint if it will take longer.

3. If the problem still cannot be resolved you should contact:
The Chair of Governors
Matthew Fox
C/o Queensbridge Primary School
Queensbridge Road
London E8 4ET



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0207 254 1186

4. You also have the right to make a complaint to OFSTED. You can do this by telephone or writing

St Ann's Square
Manchester
M2 7LA
0300 123 1231