



Complaints Procedure

School vision and values

At Queensbridge we aim to develop well rounded, confident and responsible individuals who aspire to achieve their full potential. We do this by providing a welcoming, inclusive, safe, and supportive learning environment in which everyone is equal and all achievements are celebrated.

RESPECT

- We are responsible for our actions
- We are empathetic
- We are inclusive

COLLABORATION

- We are able to ask for and give support
- We are articulate
- We are a team

PERSEVERANCE

- We don't give up
- We celebrate our mistakes
- We are ambitious

POSSIBILITIES

- We are globally aware
- We are forward thinking
- We are curious

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 Even when a complaint has been made it can be resolved or withdrawn at any stage.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



Complaints Procedure

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

C/o Queensbridge Primary School

Queensbridge Road

London

E8 4ET

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

Agreed by Governors Summer 2021

To be reviewed every two years.