

Complaints

Complaints are handled using the Surrey complaints procedure. This is in four stages:

Stage 1

Express concerns to the appropriate member of staff.

This is usually your child's class teacher.

A response will be given as soon as possible but please allow 14 days.

Stage 2

Contact one of the Headteachers if your complaint has not been dealt with to your satisfaction at Stage 1. You should make an appointment to see one of the Headteachers by contacting the school office.

Alternatively, you should write a letter to the Co-Headteachers. Please make it clear to the office staff or in the letter that you are making a Stage 2 complaint and inform the Headteachers who you contacted at Stage 1 and what the outcome was.

A response will be given as soon as possible but please allow 14 days.

Stage 3

If the Headteachers have been unable to resolve your complaint at Stage 2, then you should put your complaint in writing to the Chair of Governors who can be contacted through the school, making it clear that you are making a Stage 3 complaint. The complaint will be investigated and the Chair of Governors will respond. This is the final stage of the school's complaint procedure. Where dissatisfied with the outcomes, contact the Department of Education, School Complaints Unit, 2nd Floor, Piccadilly Gate, Store Street, Manchester M1 2WD. The Department for Education Best Practice advice for school complaints procedures <https://www.gov.uk/government/publications/school-complaints-procedures>

A response will be given as soon as possible but please allow 40 days.



Communication



Communication

Effective and open communication between parents/carers and the school is essential as it builds trust, develops relationships and enables us to work together effectively.

We are committed to having good communication within the school, amongst the staff and with parents/carers.

We need to ensure that communication between all members of the school community are clear, professional, timely and relevant.

The school aims to acknowledge any communication from a parent/carer as soon as possible (normally 1 - 3 working days maximum, during term time) with an indication of any further time needed for investigation, or with a reply. Any delay in responding is not necessarily a delay in action being taken – where urgent action is necessary, the action may take precedence over the acknowledgement or reply to concerns.

All email communication intended for a member of staff should be sent to the office email, from which it will be forwarded to the appropriate person.

School office email: info@PCPS.uk

Methods of Communication

We will communicate to parents/carers through a weekly newsletter and additional letters (e.g. school trips), all of which will be sent by Parentmail. From time to time, paper copies will also be sent home to ensure parents/carers receive the message. You can also follow us on Facebook and Twitter.

Parents will receive a written report about the progress of their child at the end of the school year and will have opportunities during the year to have a formal meeting with their child's teacher at Parents' Evenings. If you wish to see the class teacher outside these times please make an appointment through the school office.

Urgent messages such as notification of a school closure due to bad weather will be sent by email and text. Details will also be posted on our Facebook and Twitter pages.

Staff will not communicate with parents or pupils via social networking sites or accept them as "friends".

Communication is very important to us, we have an open door policy so if you have worries or queries please discuss them with us.

Who to Contact

It is important that anyone who needs to contact the school is able to have their questions answered or their concerns heard by the appropriate person so that the matter is dealt with quickly. Contacting the right person will help us to do this.

Stage 1

Your **child's class teacher** should be your first point of contact for any communication about your child's progress, day-to-day classroom issues, lunchtime issues or general questions. The class teacher will do their best to help you but may ask you to speak to someone else if they can't help. If you would like to make an appointment to see the class teacher please contact the school office.



Stage 2

Phase Leaders are able to help with school related issues that the class teacher may not be able to help with e.g. behaviour and safeguarding.



Stage 3

The **Headteachers** should be contacted if you have a complaint about a specific member of staff, have an issue that could not be resolved by the class teacher or phase leaders, **or for anything that relates to safeguarding.**

Senior Leadership Team

Co-Headteachers	Mrs Emma McLaughlin & Mrs Jo Wilson
Deputy Headteacher	Mr Richard Darke
Inclusion Leader	Miss Kate Mitchell
School Business Manager	Mrs Sally Butterly

Phase Leaders

Phase 1 Leader (Years R, 1 and 2)	Mr Richard Darke
Phase 2 Leader (Years 3, 4, 5 and 6)	Miss Jemma Watkins