



## **Birkby Infant & Nursery School**

Blacker Road, Birkby,  
Huddersfield,  
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**E-Mail:** office.birkbyinf@kirklees-schools.org.uk

**Headteacher: Mrs Diana Wilson**

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### **Birkby Infant and Nursery School Complaints Policy September 2015**

The policy has been prepared to fulfil the responsibility of the school to respond to complaints about the school and is modelled exactly on the model by Kirklees Council 2014-a model procedure for School Staff/Governors in dealing with parental complaints. The full policy is available from the school office..

#### **Development**

The policy was formulated by a working party consisting of the Head Teacher and Deputy Head Teacher.

At Birkby Infant and Nursery School we

- ◆ Endeavour to respond to all complaints and concerns as soon as possible
- ◆ Follow the LA model procedure
- ◆ Display the Complaints policy and procedures on the parent notice board

This policy was discussed with staff and governors

Reviewed: September 2015

Date of next review: Autumn 2016

Senior staff members responsible:  
Diana Wilson Head Teacher  
Donna Todd Deputy Head Teacher



**Birkby Infant & Nursery School welcomes compliments or concerns as part of its commitment to continued improvement.**

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## **Complaints Procedures**

If you are concerned or worried about anything to do with school, teaching and learning, behaviour, provision of extracurricular activities please **TALK TO YOUR CHILDS CLASS TEACHER** as soon as possible.

If it is difficult to talk to the class teacher please talk to:

- Clare Moscardini for Nursery and Reception classes
- Danielle Laramée for Year 1 classes
- Paula Manser for Year 2 classes
- Donna Todd- all children in all classes.

In the event that none of these people are available then please ring the office 01484 223969 and make an appointment to see Diana Wilson Headteacher.

After a meeting with the Headteacher if you are still concerned you should then make a complaint in writing which the Headteacher will acknowledge within 3 school days and respond to within 15 school days.

If you are still concerned then you may have your complaint forwarded to the Chair of Governors Ali Stopher, who will then offer to meet you and discuss your complaint.

The Chair of Governors may then as a result of your concerns convene the Governing Body Complaints panel or other external party to investigate.