

Maple Cross JMI & Nursery School

DENHAM WAY • MAPLE CROSS • RICKMANSWORTH • WD3 9SS

HEADTEACHER: Hannah Trickett

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Care and Achieve



Complaints Procedure Notes

Adopted by the Governing Body: July 2018

Revision History:

1/

Signed

Date

...*A. Erasmus* Jul'18

The procedure Maple Cross JMI & Nursery School will use when deal with complaints will follow the guidance given in the HCC's *Model Procedures For Dealing with School Based Complaints*, currently Issue 8, September 2017, document ref CS 4288. We will use the guidance therein and, where appropriate, also refer to the included links.

This procedure is also supported by our own *Compliments and Complaints Policy 2018-07* (developed from the template within HCC's model procedures).

We have also extracted, and modified, *the Formal Complaint Form for the Governing Body*.

Our *Compliments and Complaints Policy* will be posted on our school website along with the *Formal Complaint Form* (to aid parent's/carer's description of a complaint to the governing body should they not be satisfied with the headteacher's response.)