



Norden Community Primary School

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Headteacher Linda Cotton

NORDEN COMMUNITY PRIMARY SCHOOL Complaints Procedure

The Governors, Headteacher, staff and children at Norden Community Primary School believe that anyone who wishes to raise a concern or complaint about the school can do so in the knowledge that they will be listened to, that their concern/complaint will be taken seriously, and will be acted upon.

Informal procedure:

If you have a concern, in the first instance, please bring it to the attention of the class teacher, or if appropriate another member of staff. On receipt of the concern the staff member will look to address it informally within 7 working days. If you remain dissatisfied, or feel that you would prefer to have the complaint addressed formally, the formal procedure must be accessed.

Formal procedure:

You must make a formal complaint (preferably in writing) to the class teacher, or Headteacher. On receipt of the complaint, we will acknowledge your complaint in writing within 5 working days of receipt.

We will let you know how we are going to look into it and when you can expect a response. We will tell you what we are going to do to put things right if we uphold your complaint.

If the complaint relates to the Headteacher, the complaint must be put in writing addressed to the Chair of Governors, and the above procedure will be applied.

If the complaint relates to a Governor the complaint must be addressed to the Chair of Governors, and the above procedure will be applied.

Complaints and grievances from members of staff will be addressed through the normal staff procedures.

If the complaint relates to the Chair of Governors the complaint can be addressed to the Headteacher. If both the Head and Chair are implicated the complaint can be made to the Vice Chair of Governors. The complaints co-ordinator will convene an appropriate panel of Governors to hear the complaint should it not be resolved at the first formal stage.

For a full copy of the complaints procedure please contact our Complaints Co-ordinator Mrs R. Malik (Deputy Head).

