



ESHER CHURCH SCHOOL

Christ at the Centre; Life to the Full

Complaints Procedure

Ratified: September 2018

Review: September 2021

Rationale:

Esher Church School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

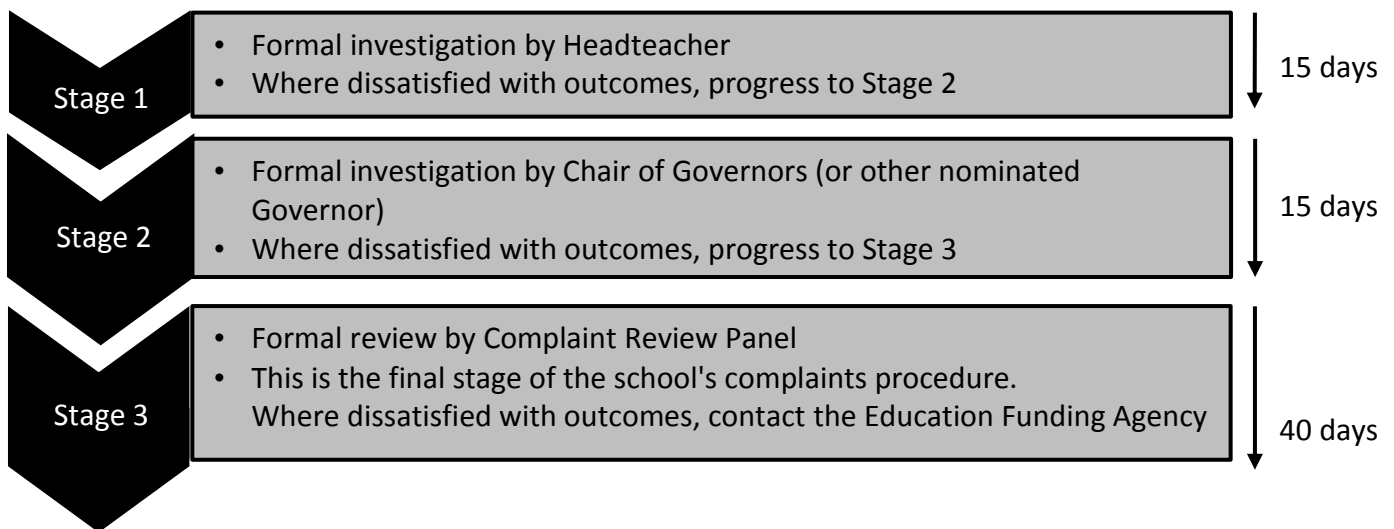
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff, usually the class teacher, who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Esher Church School operates a three stage formal complaints procedure. For more details about the formal complaints procedure, please see the Esher Church School Complaints Policy document available on the school website and on request from the school office.

Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.