

# **Complaints Flow diagram**

If you feel dissatisfied with how a decision has been made involving your child, please follow these steps. All details can be found in the Complaints Policy.

## **Step 1**

Make contact and have informal discussions with your child's class teacher.

## **Step 2**

Informal discussions with senior members of staff and Headteacher.

## **Step 3**

Write to the Headteacher and a formal investigation will proceed. A written reply will be sent to you following the investigation. Usually, within a four-week period.

## **Step 4**

Formal investigation by the Governors.  
Following this, you will be sent a formal response informing you of their decision. This will be completed within a maximum six-week period.

## **Step 5**

Following your formal complain to the Governing Body, you have a further right of appeal, to the LA.

## **Complaints Involving the Headteacher**

Firstly, you should have direct discussions with the Headteacher.

If this is not possible, set out your complaint in writing and send it to the Chair of Governors -Mr Simon Memory, with a copy to the Headteacher – Mr Matt Grosvenor.

Paulton Junior School  
Plumtre Close  
Paulton  
Bristol  
BS39 7QY  
Email [paulton\\_jun@bathnes.gov.uk](mailto:paulton_jun@bathnes.gov.uk)

If your complaint could involve disciplinary action against a member of staff, the Governors will follow procedures set out by the LA.

If this situation arises, the Chair of Governors will inform you of the procedures to be followed.