

# Cedars School of Excellence

## Concern and Complaints Policy

Policy Owner: Mr F Speirs  
Valid from Session: 2018-19



At Cedars School of Excellence we aim to promote an open dialogue with all parents, pupils and members of the wider school community. This means that you are welcome to contact the school and speak to someone regarding any concerns or complaints you may have.

The school operates a three stage procedure.

**Stage one:** Every child in the school is allocated a guidance teacher, in primary this will be the class teacher. You may contact this teacher by phone or email.

**Stage two:** Should you feel that your complaint has not been appropriately dealt with you may contact the Head Teacher by phoning the school and making an appointment. Alternatively you can email the Head Teacher. The Head Teacher will inform the Board of Governors if they consider the complaint is significant.

**Stage three:** If after following these steps you feel the issue is still not resolved you are entitled to contact the Chair of the Board of Governors at the following address:

Miss J Jack  
Struthers Memorial Church  
33 West Stewart Street  
Greenock  
PA15 1SH

The Chair will convene a meeting with the Board of Governors who will

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the school's systems or procedures to ensure that problems of a
- similar nature do not recur.

Following this meeting you will receive a written response to your concerns.

The decision of the Board of Governors is final.