

THE COTSWOLD SCHOOL – POLICY DOCUMENT



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<b>Policy:</b>	<b>Complaints Policy</b>
<b>Policy Ref:</b>	<b>CSP 01</b>
<b>Version Number:</b>	<b>6.0</b>
<b>Date:</b>	<b>Dec 18</b>
<b>Review Date:</b>	<b>Dec 20 or as updated by GCC</b>
<b>Authorised by:</b>	<b>Governing Body</b>
<b>Updated by:</b>	<b>Mrs F Hudson</b>

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In the event of receiving a complaint from a parent or an outside agency the school will in the following order

- Respond at all times in a prompt and courteous fashion
- Provide the complainant with the GCC Best Practice Guide for School Complaints
- Follow the above GCC Best Practice Guide for School Complaints at all times
- Endeavour to resolve the issue including a senior leader but if still unresolved
- Involve the Principal who will endeavour to resolve the issue but if still unresolved
- Invite the complainant to write to the Chair of Governors

This policy is written and administered with due regard to our duty and commitment as a school: to consider all aspects of equality and diversity.

ratified by Governors and  
signed as such by The Chair of Governors (17/12/2018)