

**Summary of Compliment or Complaint  
(continued)**

**Signed** .....

**Date** .....

**Name** .....

**Child's Name** .....

**Class** .....

**Address** .....

.....

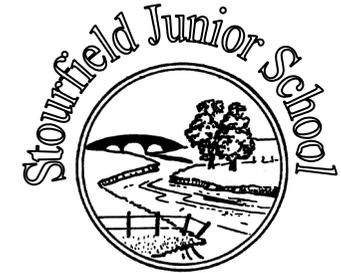
**Postcode** .....

**Contact Tel No** .....

**Email Address** .....

We have a policy to promote diversity. To ensure that we are treating everyone fairly, please tick the ethnicity that describes you best.

<p><b>White</b></p> <p>British ..... (English/Northern Ireland/Scottish/Welsh)</p> <p>Irish .....</p> <p>Gypsy/Irish Traveller ....</p> <p>Any other white Background .....</p> <p><b>Asian/Asian British</b></p> <p>Indian .....</p> <p>Pakistani .....</p> <p>Bangladeshi .....</p> <p>Any other Asian Background .....</p> <p><b>Other ethnic Group</b></p> <p>Arab .....</p> <p>Any other ethnic group (Please specify if you wish)</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p><b>Mixed/Multiple ethnic group</b></p> <p>White and black Caribbean .....</p> <p>White and black African .....</p> <p>White and Asian .....</p> <p>Any other multiple ethnic background .....</p> <p><b>Black/African/ Caribbean/Black British</b></p> <p>African .....</p> <p>Caribbean .....</p> <p>Any other Black/African/ Caribbean background</p> <p>.....</p> <p><b>Do you consider your- self to be disabled</b></p> <p>Yes ..... No .....</p> <p>If yes, please specify</p> <p>.....</p> <p>.....</p>
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**GIVING A COMPLIMENT**

**OR**

**MAKING A COMPLAINT**

## **GIVING A COMPLIMENT OR MAKING A COMPLAINT**

**We aim to provide the best possible opportunities for our pupils and your feedback is very important to us. We like to hear when we are doing well, but we realise that there may be times when you are unhappy about something or want to make a comment about how you think we could improve something.**

### **What is the difference between a concern and a complaint?**

Concerns about an issue can usually be resolved very quickly without needing to use the formal process. A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by the school. Formal procedures will need to be used when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

### **Who do I contact?**

There are two simple ways of contacting us:

1. Complete and return the form on this leaflet. You may hand a paper copy into the office or email a copy to:

Stourfield.Junior@bournemouth.gov.uk

2. Write a letter and hand it in to the office or email it as above. Please address your letter to the Complaints Co-ordinator or to the Chair of Governors if your complaint is about the Headteacher.

### **What you can expect**

The Complaints Co-ordinator will:

- Acknowledge complaints by letter or email within 5 school working days. This will include a summary of the complaint (to ensure that we have understood it) and a date for a meeting to discuss it, or for when a full response may be expected.
- Undertake an investigation into the complaint or appoint another member of staff to do so.
- Respond with the findings within 10 school working days of the acknowledgment letter or email. If we cannot respond within this time, you will be advised of when we shall be able to respond. This is stage 1 of the process.
- The response will also provide details of the next steps available if you are still dissatisfied with the school's findings.

### **This Procedure does not cover:**

- Complaints relating to issues that occurred over 12 months ago.
- Where a formal appeals process exists

### **What if I am dissatisfied with the outcome of my complaint?**

- Your complaint would then be heard by the Headteacher (stage 2).
- If you are still dissatisfied, your complaint would be heard by the Governing Body's Complaints Appeal Panel (stage 3).

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*Please continue over page*