



SGS Pegasus School Parent/Carer sharing guide (4)



Compliments, Feedback and Complaints

You are most welcome to share this with your son/daughter at home if you think it is applicable to do so. At home, you know the vocabulary they will understand and will be able to choose a time to share when you know they are receptive to receiving the information in this guide.

We welcome all feedback as this is how our school will improve. We welcome feedback from pupils, families, staff and visitors.

Please do come forward and share your experiences, provide feedback of your concerns and make a complaint if needed. When a problem arises, we want to resolve it as quickly as possible.



If you would like to provide a compliment: -

- Tell the class teacher
- Send a message to the class teacher via Class Dojo
- Write to school
- Ring the school office

All compliments will be forwarded to the Head Teacher who will in turn share with Governors.

We may contact you to ask if we can share your compliment online on our school blog. Please feel free to decline this if you would rather it was not published for others to see.

If you have a concern or complaint:-

- you can raise this using our four stage process (see page 4)
- please start at stage 1 as we are keen to address your concerns at the earliest opportunity
- It is helpful if you can tell us:
 - What is your main concern?
 - How would you like the school to help?
 - What would you like to happen after you have expressed your concern(s)?

We will listen to all your concerns and endeavour to address them as quickly as possible. Please don't feel reluctant to raise any issues.

There are, however, some areas that we will need to ask you to contact your local authority as we are unable to address these.

Complaints related to the following areas will need to be raised with your local authority:

- Admissions to the school
- Some aspects of the SEN process (please ask and we will advise)
- Child protection and allegations of abuse
- School transport
- Some aspects of home tuition

South Gloucestershire Local Authority main switchboard number is
01454 868008

Our four stage process

Stage 1 - you can raise your concern or a compliment with the class teacher or appropriate member of staff. Most concerns can be addressed successfully at this stage.

Stage 2 – if you feel your concern has not been resolved at stage 1, you can contact the office and make an appointment with the Head Teacher to discuss the matter.

If you wish to make a formal complaint, please put your concern in writing to the Head Teacher. The Head Teacher (or their representative) will investigate your concern and respond. We aim to address the complaint within five working days.

Stage 3 –If you feel your complaint has not been resolved please write to the Chair of Governors. A Review Panel will be set up made up of three governors and an independent person not involved in the running and management of the school. The Chair of Governors will be chair of the Review Panel and it will be set up within ten working days from the date of the school's final communication to you about the formal investigation. The Review Panel decision is final.

For more information, please see the Complaints Policy on the school website www.sgspegasusschool.co.uk We will keep all letters, e-mails, statements and records of the complaint confidential, unless the Secretary of State for Education, Ofsted or another external party that may be entitled asks to review them.