



Complaints Policy of Quentin Blake Primary School

- ❖ We see each other.
- ❖ We respect each other.
- ❖ We treat each other as equals.

I. Preamble

Communication means practicing a style of interaction that is characterized by respect, esteem, and mutual trust.

The school community works to maintain a pleasant school climate characterized by understanding one another and a willingness to help.

This Complaint Management Policy is intended for use in special cases and serves as a guide to deal with conflicts promptly and successfully. It is our common goal to have to use these guidelines as rarely as possible!

The following guideline on complaint management provides information on the procedure to be followed by all parties involved in a conflict in the event of complaints or concerns.

Anonymous complaints will only be investigated in absolutely exceptional circumstances.

All written documentation will remain with the school and is confidential; the sequence of appointments and complaint handling must be documented. The school conference will review these documents and ensure that the sequence of steps has been followed.



Conflict/Problem



1 st level	Contact the person with whom you have the conflict/problem. Restriction: Parents never talk to other children!	Involved: Teachers Educators Parents Pupils
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Solution



No Solution



2 nd Level	Contact persons who are responsible for the class. <ul style="list-style-type: none"> • Feedback will be given after 3 school days at the latest 	Involved: Class teacher Class educator Parent Representative School social work
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Solution



No Solution



3 rd Level	Contact "higher" responsible persons. <ul style="list-style-type: none"> • Feedback will be given after 3 school days at the latest • Written input can be requested • Interviews are conducted • trusted persons can be called in by the opponents to the conflict • If necessary, experts are called in (e.g. from the SIBUZ or school social work). 	Involved: School management GEV Board
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Solution



No Solution



4 th Level	The school conference will bring a solution within 2 weeks.	Involved: Members of the school conference
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Solution



No Solution



5 th Level	Complainant turns to the school supervisors	Involved: School supervisors
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