

# THE ASTLEY COOPER SCHOOL



## COMPLAINTS POLICY Information for parents

**Updated January 2020**

**Headteacher: Mr E Gaynor**

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The Astley Cooper School has adopted the official HCC Complaints Policy for all School Based Complaints

### **We care what you think**

Each day this school makes many decisions and tries hard to do the best for all the students. Your comments – either positive or negative – are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint – you may just want to speak to someone.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to contact us.

### **Our aims**

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 school days

A flow chart showing the procedure through the various stages of complaint is shown on the following page.

A copy of the HCC policy can be obtained on request from the Clerk to Governors, at the school, either by writing to The Clerk to the Governors, The Astley Cooper School, St Agnells Lane, Hemel Hempstead, HP2 7HL or by e-mail to – [clerktogovernors@astleycooper.herts.sch.uk](mailto:clerktogovernors@astleycooper.herts.sch.uk)

