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**1. MISSION STATEMENT**

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- 1.1 Beis Yaakov Primary School ("the School") exists to serve the Orthodox Jewish community by offering a broad and balanced Jewish and secular education, rooted in an ethos of Torah values, to girls between the ages of 3 and 11
- 1.2 We trust that your child is happy at Beis Yaakov Primary School. On occasions, however, a problem may arise. The majority of problems can be sorted out informally – in person or on the phone. If you think that we have not taken action over a significant problem or we have made the wrong decision and you wish to make a complaint, the procedure is as follows:

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**2. STAGE 1 – INFORMAL RESOLUTION**

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- 2.1
- Matters of concern should be raised in the first instance with the class teachers by contacting them via the school office.
  - Matters of concern can be raised with the Phase Leader if it is felt that the issue was not adequately dealt with by the Class Teacher.
  - The School considers any concerns very seriously and most problems can be resolved following a meeting or a discussion with the relevant member of staff.
  - Where the matter is not resolved at the informal stage, the complainant may elevate it to the formal stage.

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**3. STAGE 2 – FORMAL RESOLUTION (Investigation by a member of the Senior Leadership Team)**

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- 3.1
- The complainant must put the complaint in writing, addressed to the Head Teacher, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.
  - An investigation will be carried out by a member of the Senior Leadership Team who may offer the complainant a meeting and speak to others involved. Whenever reasonably possible, any meeting with the complainant will take place within 15 school days of the written complaint being received.
  - The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of the meeting with the complainant and if no meeting is to take place within 15 school days of the complaint being received.
  - Any complaint relating to the Head Teacher must be raised in the first instance with the Chair of Governors (or vice-chair in the absence of the Chair) who will, if an informal resolution cannot be reached, designate a Governor to investigate in the same way as in the first stage of the formal process outlined above.
  - Complaints against the Chair of Governors or any individual governor should be made by writing to the Clerk to the Governing Body.

