Grange Park Primary School
Informal Complaints Arrangements

As a school, we adopt the Community Academies Trust Complaints Policy. This policy will outline the local arrangements relating to the policy.

The CAT Complaints policy can be located in the following places:

- On the school website - https://www.grangeparkprimaryschool.co.uk/
- The CAT website - https://www.communityacademiestrust.org/en-GB/trust-information
- By asking for a paper or electronic copy from the school office – info.grangepark@taw.org.uk

Informal Procedure

If a parent is concerned about anything to do with any aspect of the school or its organisation they should in the first instance discuss the matter with the school and attempt to resolve the issue amicably BEFORE resorting to follow the formal procedure. In most cases we are confident that we can resolve any concerns or issues by simply talking through them face to face.

The class teacher and other members of staff can deal with many concerns to the satisfaction of the complainant, without needing to deal with it formally. The school values informal meetings and telephone discussions as a way of improving its procedures and relations with parents.

Initially a meeting should be arranged via the school office, with the member of staff concerned, to share the issue. Depending on the circumstances of the complaint, it may be considered appropriate for the Headteacher to discuss it with the complainant as an informal complaint. The school will inform the complainant after understanding the detail. This meeting is held in the spirit of attempting to resolve the matter in an amicable manner. In the unlikely event that the concern is not resolved it should move to the formal stage outlined in this policy.

School Contact:
School Office 01952 387490 – info.grangepark@taw.org.uk
Address: Address: Grange Avenue, Stirchley, Telford, TF3 1ET
Head Teacher Mr Richard Thorpe
Deputy Head Teacher Mrs Zoe Meredith
Assistant Head Teacher Mrs Rebecca Marshall

If the complainant is unhappy with the way in which the concern was dealt with in the Informal Procedure, the complainant should refer to the Community Academies Trust Complaints Policy and complete the formal complaint form found in Annex 2 of the main policy. Annex 3 summarises the Complaints Policy.

Complaints should be addressed to the Headteacher who will decide who will investigate the complaint.

If the complaint concerns the Headteacher or a Local Governor, the complaint will be referred to the Chair of the School Standards Committee. If the complaint concerns the Chair of Governors the Vice Chair will investigate the complaint.

Chair of Governors – Mr Carl Bowman – Carl.bowman@taw.org.uk

If the complainant is unhappy with the outcome of the complaint under Stage 3, the complainant should write to the Clerk to the Local Governors at the school asking for the complaint to be heard before an Independent Complaint Panel.

Clerk to the Governors – Shirley Paterson – Shirley.Paterson@telfordlangleyschool.co.uk

Approved by SLT September 2026