

Play, Learn & Grow Together



Llangyfelach Primary School
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Persistent Complaints & Harassment

Appendix A

Parents/Carers and Members of the Public Expectations of the School

Parents/carers/members of the public who raise either informal or formal issues or complaints with the School can expect the School to:

- (a) communicate regularly to parents/carers in writing;
 - how and when problems can be raised with the School; and
 - the existence of the School's complaints procedure; and
 - the existence of the Persistent Complaints/Harassment Policy;
- (b) respond within a reasonable time;
- (c) be available for consultation within reasonable time limits bearing in mind the needs of the pupils/students within the school and the nature of the complaint;
- (d) respond with courtesy and respect;
- (e) attempt to resolve problems using reasonable means in line with the School's Complaints Policy, other policies and practices eg Restorative Practice and in line with guidance and advice from the City and County of Swansea, the Welsh Government and/or other appropriate sources of professional advice and guidance;
- (f) keep complainants informed of progress towards a resolution of the issues raised.

The School's Expectations of Parents/Carers/Members of the Public

The School will expect parents/carers/members of the public who wish to raise problems with the School to:

- (a) treat all school staff with courtesy and respect;
- (b) respect the needs and well-being of pupils and staff within the School;
- (c) avoid any use, or threatened use, of violence to people or property;
- (d) avoid any aggression or verbal abuse;
- (e) recognise the time constraints under which members of staff in schools work and allow the School a reasonable time to respond;
- (f) recognise that resolving a specific problem can sometimes take some time;
- (g) (in the case of a complaint) follow the School's complaints procedure.