



SILVER BIRCH
ACADEMY TRUST

Chingford Hall Primary Academy

What should you do if you have any questions, comments, concerns or complaints?

The Silver Birch Academy Trust aims to provide an outstanding education to all pupils and welcomes feedback, particularly if it helps us to know what has gone well and what we need to improve. To best support our pupils and their parents or other concerned adults, we request that you follow the guidelines below with the relevant school if you have an issue you would like to raise.

Please let us know as soon as possible when there is a problem, and please allow us adequate time to follow up on the issue(s) you raise. We are happy to communicate with you by telephone, in writing by letter, or in person, according to your request and will always respect your confidentiality.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke our formal complaints policy.

<http://www.chingfordhallprimary.org.uk/Policies/Complaints/>

We take concerns very seriously and make every effort to resolve the matter as quickly as possible. Each stage of our complaints policy is clearly documented with response times.

Expected timings in dealing with concerns, difficulties or complaints	
<i>Detail</i>	<i>Timing (school days)</i>
Concern or difficulty dealt with informally	15 days
Complaint formally investigated by Senior member of staff	Acknowledged with 10 days, outcome within 20 days
Complaint formally reviewed by the Headteacher/Head of School or Executive Headteacher	Letter sent within 10 days
Complaint Panel Hearing. The Company Secretary will send names of Panel Members – The Hearing will take place within – (these timings may change in exceptional circumstances)	10 days 20 days
Late complaints (i.e. more than 6 months after the event or incident), if not to be investigated, the school will notify the Complainant -	15 days
Review by the Chair of Governors	15 days
Persistent or vexatious complaints, the school will write to the Complainant -	10 days
Anonymous complaints will not be investigated by the school, but referred to the Executive Headteacher	

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