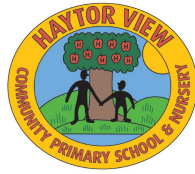


HAYTOR VIEW COMMUNITY PRIMARY SCHOOL



Statement on the Management of Queries Raised by Residents Regarding Site Related Issues

INTRODUCTION

This document outlines the process for members of the community to follow when wishing to raise queries relating to the management of the school site.

GENERAL PRINCIPLES:

As part of the general maintenance of the school site, the Governors are committed to their responsibility for providing a site which meets the needs of the children following the guidance provided by local services and the responsibilities delegated to School Governing Bodies. Members of the public are encouraged to express their views on the maintenance of the school site, so that Governors have their awareness raised of potential difficulties, and problems can be prevented from arising whenever possible.

Whenever concerns or complaints are raised by neighbours to the school they will be dealt with in a respectful and timely manner.

PROCEDURES — consistent with fairness to all concerned

- [Where a concern or query arises which relates to the school site, the member of the public is advised to write to the Clerk of the Governing Body detailing their concerns and providing any relevant information;
- [The Clerk will acknowledge the letter in writing, and inform the member of the public of the date of the next Finance, Personnel and Buildings sub committee;
- [The issue raised will be put as an item on the agenda of the next Finance, Buildings and Personnel Committee for their consideration (these take place each half term);
- [The Chair of the Personnel and Buildings sub committee will undertake a site visit if required, to gain further information relating to the matter raised. The annual school site report will also be consulted, as will the premises staff and where appropriate local service providers;
- [The concern raised will be considered by the committee members of the Finance, Buildings and Personnel Committee, including any relevant information e.g. site visits, reports from site staff or service providers and a response will be decided;
- [The Clerk of the Governing Body will write to the member of the public informing them of the outcome of the decision made by the Personnel and Buildings sub committee, including a full explanation of the decision and the reasons for it.

RECORD KEEPING

- [The original letter received from the member of the public and the response will be retained on file.