

Complaints Policy

Reviewed June 2022

Our aim is to work in partnership with parents so communication with them is given a high priority in every section of the school. We understand that parents may occasionally have concerns and we endeavour to resolve all these concerns as quickly as possible through listening, talking and taking action. There may however be occasions when parents have a complaint which they feel has not been satisfactorily resolved and this policy is designed to provide a clear pathway towards its ultimate resolution.

The steps:

Any concern regarding child protection or children's safety, should be made directly to the Headteacher or to the Managing Director of the school. Procedures outlined in our Child Protection Policy will then be followed.

Other than that, the following steps provide guidance for parents who wish to make a complaint.

Step One

Parents should contact their child's class teacher/personal tutor who will record the complaint and investigate it thoroughly. A further meeting or written response will be given within three days.

If that response is not forthcoming or if the parents find it unsatisfactory, then they should proceed to step two.

Step Two

Parents should contact the headteacher either by making an appointment to discuss the complaint or by confirming the complaint in writing. After considering the complaint the headteacher will take appropriate action and respond to the complainant within two days. If further enquiries are necessary, the headteacher will inform the complainant and provide a response within 10 working days.

The headteacher will keep a record of the complaint as well as all interviews and meetings held in relation to it.

Once the Headteacher is satisfied that all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in person and in writing. Reasons for the decision will also be provided.

If parents are still not satisfied with the decision they should proceed to step 3.

Step 3

Parents should put their complaint in writing to the Managing Director of our school, Graham Sullivan. The Managing Director will carry out further investigations and will respond to the complainant in writing within 15 working days.

If the complaint concerns the conduct of the Headteacher then a complaint should be made directly to the Managing Director.

Written records of complaints will be kept for a period of 5 years. Complaints that are upheld will be reported to the Board of Directors.