

# Complaints and Concerns Policy

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Version	Date	Status	Comments
1.1	July 2021	Approved by Proprietor /Head teacher	

## 2.0 INTRODUCTION

This policy is designed to deal with the concerns and complaints of parents **relating to their child** in the most effective manner and in the shortest time possible. Our complaints policy has been designed in line with the regulations of the Independent Schools Educational standards.

All complaints will be treated as expressions of genuine dissatisfaction and all complaints raised can be expected to be treated fairly and in accordance with this procedure.

Parents are entitled to raise concerns about anything that affects their child's education, wellbeing or behavior, such as:

- Child's education / progress
- Behavioral issues
- Any incident reported by the child
- Homework
- Other relevant issues

## 3.0 RAISING CONCERNS

Minor concerns or enquiries relating to your child can be raised directly with the class teacher. However, this should be a brief conversation not taking more than a few minutes and with consideration for the teacher's after school duties. This procedure must not be used frequently, as recurring issues need to be dealt with by following the official complaints procedure.

The parents may arrange an appointment with the teacher to discuss any concerns they have about their child. We will aim to arrange this within a week depending on the urgency of the matter.

- The teacher may also request a parent to arrange an appointment if teacher is unable to address the query immediately or feels that it is of an important nature.
- The school management needs to be aware of all meetings arranged between parents and teachers and may also attend the meeting.

After meeting with the teacher if the parent is not satisfied or would like to take the matter further they should engage the school's official complaints procedure.

#### **4.0 COMPLAINTS PROCEDURE PROTOCOL**

For the effective use of the complaints procedure the following must be adhered to by the parents and the school.

1. All complaints are dealt with in STRICT confidence. Only those members of staff concerned and the school management will be aware of the complaint.
2. Parents are also under a contract to respect the school's confidentiality and not discuss the complaint with any other party. Failure to follow the correct procedure will be taken as a violation of contract between the parents and the school.
3. Parents are not allowed to contact school staff outside of school hours.

#### **5.0 STAGE 1: INFORMAL STAGE**

Parents should contact the school informally to discuss the matter of concern with the teacher.

- All matters will be taken seriously and all efforts made to resolve them amicably and in the shortest time possible.
- The complaint will be recorded in the Complaints file by the teacher.
- Head teacher will be made aware of the complaint and informed of any meeting arranged between the teacher and parent.
- The Head teacher may choose to attend the meeting.

#### **6.0 STAGE 2: FORMAL STAGE**

If the matter is unresolved after discussions with the teacher, then the parents should formally write to the Head teacher of the school outlining the details of the complaint.

- Head teacher will then take the matter up with the class teacher or appropriate member of the staff concerned.
- They will invite the parents for a meeting with the class teacher or member of staff concerned within 10 days of receiving the letter of complaint.
- The matter is then followed up with action points to resolve the complaint and targets are agreed with all parties concerned.
- The Head teacher will follow this up 10 days after the targets have been agreed.
- Parents will be invited back after the follow up to see if the matter has been resolved or if other measures need to be taken.

#### **7.0 STAGE 3: FINAL STAGE**

If parents are still not satisfied with the response to their complaint, then the complaint will be heard by a panel of three persons independent of the running of the school and not connected to the complaint. The school Proprietor will select the independent committee.

- At this hearing parents are permitted to attend and bring their own representative or choose an independent representative.
- The complaint will be investigated by the independent representatives and appropriate course of action undertaken to resolve the matter.
- The school aims to handle all issues within six weeks from the initial complaint.

## **8.0 WRITTEN RECORDS**

The panel will make written records of their findings and recommendations. Copies of these will be given to the complainant and Head teacher. Where relevant a copy may also be given to the person complained about.

**8.1** A written record of all complaints will be kept in the complaints file. Details of whether the complaints were resolved during the preliminary stage or whether the complaint proceeded to a panel hearing will also be recorded.

**8.2** All correspondence, statements and records of complaints are strictly confidential. However, this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, or to inspectors conducting inspection under section 162A of the Education Act 2002, or to the Secretary of state, should they ask for access to such records.

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/20\_\_

Name: \_\_\_\_\_ Position: Headteacher

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/20\_\_

Name: \_\_\_\_\_ Position: Proprietor