

1. School Complaints Procedure

- a) From time to time, parents may raise concerns or complaints about aspects of their child's schooling. We aim to treat each complaint seriously and our stance is to deal with complaints when they are small and not let them grow into major issues.
- b) We aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible using the procedures detailed below.
- c) We aim to deal with complaints on an informal basis in the first instance. The procedure for dealing with parental complaints about academic or pastoral matters which are informal concerns or complaints is as follows.
 - Issues are raised informally (via direct contact, email or a telephone call) with the individual teacher. If the matter is within the competence of the member of staff to resolve quickly this should be done.
 - If the informal complaint remains unresolved, the matter will be referred to the form teacher or a senior member of staff and dealt with within 24 hours.
- d) It is hoped that these informal procedures will deal with the issue quickly and effectively. However, should the concern or complaint remain unresolved then the matter should be handled as a formal complaint. Formal complaints should be made in writing using the complaint form at the end of this policy.
- e) Formal concerns and complaints are resolved according to the following procedures:
 - The form teacher will provide the headmistress with a written report or the parent will raise a concern/complaint officially in writing to the headmistress.
 - The headmistress will investigate the matter, consulting relevant staff and making appropriate investigations, in an attempt to resolve the matter. The aim should be to resolve the matter within three days.
 - Should the investigation require longer time, the complainant should be informed and another date set.
- f) Should this procedure still leave the matter unresolved, the headmistress will inform the complainant that the matter is being referred to the School's chairman or his representative.
- g) The chairman should deal with the matter in the following way:
 - A written report should be submitted by the headmistress to the Chairman. The complainant will also be requested to submit a written report giving details of the complaint also to the chairman.
 - The chairman will convene a panel of no less than three persons not connected to the incident in order to hear the complaint. The panel should include at least one member who has not been involved in the details of the complaint. The panel will include at least one member who is not involved in the daily management and running of the school. The hearing should be held within ten days.

- The complainant shall be allowed to attend the hearing, and to be accompanied, if they so wish.
- The panel will hear the complaint, conduct its own investigation and decide the outcome.
- In general the chairman will take one of the following courses of action:
 - i. dismiss the complaint in whole or in part;
 - ii. uphold the complaint in whole or in part;
 - iii. decide on appropriate action to resolve the complaint; or
 - iv. recommend changes to the school's systems or procedures.
- The final outcome, which will be binding, will be communicated to the complainant and the headmistress, the school's proprietor and, where relevant, to the person being complained about, in writing within three days of the matter being discussed.
- A copy of the panel's findings and recommendations will be made available on the school premises by the Chairman and the Headmistress.

h) General Guidance

- In all cases, it is important for those involved in the process to use the school's 'Complaints Form' so that records of the complaint and the action taken can be recorded and traced.
- All matters discussed and recorded will be kept confidential and only released, as necessary, to those parties who have right of access to the information.
- Staff should be ready to listen to parental concerns and complaints, reassuring them that they will be dealt with as soon as possible by the appropriate member of staff according to these guidelines.
- Complaints which are of a serious nature or which are from sources other than parents should be referred straight to the Head.

2. Parental Complaint Form

Member of Staff receiving the Complaint:

From: (Name of Parent)

Name of Pupil and Year Group:

Date & Time of Complaint:

Complaint: (Formal or informal)

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Action Taken:

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Outcome:

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Issue passed to:

Date & Time: