



Name of Policy: Complaints Policy

Date Approved: December 2024

Date for Review: December 2027

Purpose:

- To foster a good working relationship between the School and parents in that it is understood that the viewpoints of parents are respected by the School.
- To ensure that the parents' right of complaint is recognised as legitimate.

Rationale:

The School believes in the importance of working together with parents/guardians in the best interests of their children. This includes providing an avenue for parents with concerns to have their complaints addressed speedily and fairly.

Formal Complaints Procedure:

1. In the first instance, complaints should be made in writing on the Engage platform to the relevant teacher or staff member.
2. The parent's message will be acknowledged in writing through the Engage platform within one working day. The teacher will immediately investigate the complaint and respond appropriately. This may be in the form of written communication on Engage or a telephone call or an arranged meeting, depending on the nature of the concern. This communication will be logged on Engage outlining the complaint and action taken.
3. If the complaint remains unresolved, the teacher/staff member will advise the parent of their right of complaint to their line manager. In this event, the same response protocol as in point 2 (above) will be observed by the Key Stage Coordinator or Head of Department.

Departmental Line Mangers:

All SEN and Support teachers – Whole School SENCo

All MFL teachers – Head of MFL

All transportation staff – Operations Manager

All canteen staff – Operations Manager

All maintenance staff – Operations Manager

4. If the complaint still remains unresolved, the line manager will escalate the matter to the Primary or Whole School Principal.
5. In the event that the Whole School Principal judges that a decision needs to be made at Board level, they will expedite such action. (The Principal will always consult the Managing Director/Board Member on very serious matters.)
6. The final level is the Managing Director and Board Representative. Parents/Guardians should have the right of appeal to the School Board if they believe that their complaint is not dealt with appropriately.
7. If in the event the parent is not satisfied with the response to the complaint, the school will make provision for a hearing before a panel. This panel will be appointed by the school board and consist of at least three people who were not directly involved in the matters detailed in the complaint; one panel member will be independent of the management and running of the school.

IMPORTANT

For day-to-day matters, if a complaint is made to a higher authority without having first been brought to the attention of the teacher, the matter will be referred to the teacher for action.

In the event of an urgent complaint about the immediate emotional or physical wellbeing of a child, the matter may be brought directly to the Departmental Principal or Whole School Principal, whichever is the most appropriate course in the circumstance.