



## **Complaints Policy**

### **Introduction:**

This policy aims to reassure parents and others that the school:

- Places the interests of the child above all other issues.
- Any complaint against the school will be dealt with in a fair, open and responsive manner, with the aim of achieving a speedy and satisfactory resolution.
- Recognises that a willingness to listen to concerns/criticism and to respond positively can lead to improvements in school practices and provision for students.

### **Aims and Principles of the Policy:**

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible.
- Ensure that concerns are dealt with quickly, fully and fairly and within a defined time limit, wherever possible.
- Maintain good working relationships between the school and all those involved.

### **Monitoring and Recording Complaints:**

At all stages of the complaints procedure, the following information should be recorded:

- Name of the complainant.
- Date and time at which complaint is made.
- Details of the nature of the complaint.
- Results and conclusions of investigations.
- The complainant's response.
- Record of any subsequent action, if required.

## **The Stages of the Complaints Process:**

### Stage 1:

- Most complaints/ issues can be redressed by talking informally with the classteacher or the concerned staff member.
- However, the staff member may feel it more appropriate to refer the complainant to the Grade Representative who will try to resolve the concern informally.

### Stage 2:

- If the complainant remains unhappy, he/she should then contact the Coordinator or Supervisor, either by arranging an appointment to see the authority or by putting the concern in writing.
- The Coordinator/Supervisor will then investigate the concerns and respond within an agreed time scale.
- If it is a behavioural issue, the matter may be escalated to the Disciplinary Officers. An acknowledgment will be made of the concern/complaint within three school working days.

### Stage 3:

- If the faculty is unable to resolve the concern to the satisfaction of the complainant, the complainant may seek an appointment and meet the SLT.
- The Officer will thereafter correspond with the complainant. If still not convinced, the complaint will be forwarded to the Vice Principal.

### Stage 4:

- If the complainant remains unsatisfied with the outcome, they may seek an appointment with the Principal, who will in turn investigate if the school's complaints process has been carried out appropriately.

## **Transport, Facilities and External Services:**

Any complaints or concerns regarding the transportation, facilities or external services will be directed to the Manager of the school to be investigated and resolved. The subsequent feedback will be forwarded to the Principal for a final resolution.