



Complaints Policy

Introduction

We believe that our school provides a good education for all our children, and that the head teacher and other staff work very hard to build positive relationships with all parents. However, the school is pleased to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the school's legal advisors.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel their complaint has not been properly addressed.

Aims and Objectives

Our school aims 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. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The Complaints Process

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the head teacher. The head teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Only if an informal approach fails to resolve the matter should a formal complaint be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the head teacher, who will respond to the parent in writing within five working days.

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If the parent remains dissatisfied with the response to a written complaint, indicating such in writing further, a panel appointed by the proprietor, consisting of at least three people not directly involved in the matters of the complaint will be convened. At least one person of the three will be independent of the management and running of the school. This panel will be convened within five working days of the receipt of the letter from the complainant.

The proprietor is Mr Allsworth; the address is available on request.

Parents may attend the panel hearing, and, if they wish, may be accompanied.

The Panel will make findings and recommendations, and all parties, complainant, proprietor and head teacher and, where relevant, the person complained about, will be given a copy of any findings and recommendations within three working days of the panel hearing.

Correspondence, statements and records of complaints will be kept confidential. It is recognised that this does not apply to the requirement of the school to provide parents and interested parties with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors, under section 162A of the Education Act 2002, as amended by Schedule 8 of the Education Act 2005, or to the Secretary of State if access is sought.

Monitoring and Review

The school monitors the complaints procedure, in order to ensure that all complaints are handled properly. The head teacher will log all complaints received by the school and will record how they are resolved, whether at the preliminary stage or whether they proceeded to a panel hearing.

We consider any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is available to parents on request, so that they can be properly informed about the complaints process.