



Parental Complaints Policy

Purpose Statement

We believe that our school provides a good education for all our children, and that the management and other staff work very hard to build positive relationships with all parents. However, the school is obliged 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.

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

How to share a concern

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 or subject teacher. This can be achieved by:

- Writing a message to the teacher through Jupiter.
- Emailing the teacher at their work email address.
- Telephoning the school to arrange a meeting with that member of staff.

Most matters of concern can be dealt with in one of the ways listed above. All teachers work very hard to ensure that each child is happy at school and is 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.

Should the problem not be resolved by the class/subject teacher then the parent will be passed to the Head of Subject or Head of Stage. If resolution is not met at this stage, then the Head of School or Principal will arrange to meet the parent.

If a complaint does not concern the education department

The complaint must be made to the person responsible for that department by email or through an appointment. If the parent is unsure of whom to refer the matter to then they can call a school receptionist to find out.



What to do if the matter is not resolved through informal discussion

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

Formal Complaints

Where a parent feels that a situation has not been resolved through contact with the senior leadership, they may then seek an appointment with the relevant Head of the school. All matters addressed to the principals will be confidential. All such matters will be investigated, and the directors of the school will also be informed of the complaint and the resolution.

This policy is reviewed and updated on an annual basis.