

COMPLAINT POLICY

Complaints are rare. Wherever possible concerns are dealt with quickly by the most appropriate member of staff. There is a detailed written formal complaints procedure that is transparent, open and effective, and takes into account local laws and regulations. The complaints procedure is given to parents of new students and is available on the school's website. There are clear timescales set for the management of complaints. The procedure allows for complaints to be made and considered initially on an informal basis –Stage 1. Should the complaint remain unresolved, the procedure moves to Stage 2 - formal written complaint. A member of the senior leadership team will respond within 2 working days. The School Manager is automatically informed.

Should the complaint still remain unresolved, there is a requirement for the complainant to write to the Deputy CEO within 3 working days of a Stage 2 decision.

There is provision for the establishment of a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least 3 people who have not been directly involved in the complaint. This takes place within 7 days of the receipt of the letter by the head of HR – Stage 3. Panel members are independent of the day to day management of the school; the panel will comprise at least one proprietor.

The procedure allows for the complainant to be accompanied by a friend, colleague or relative. The panel's findings and recommendations (if any) will be sent in writing to the School Manager, and where relevant, the person against whom the complaint has been made within 7 working days of the hearing. The matter will be reported to the Deputy CEO within 14 days. Written records of formal complaints are held in a file kept by the School Manager, indicating whether they were resolved by her or proceeded to a panel hearing. There have been 4 formal complaints since the last inspection, all concerns have effectively been dealt with informally. All correspondence, statements and records relating to individual complaints are treated as highly confidential and kept securely. All proceedings are kept private except where legislation demands otherwise. Parental feedback indicates a high degree of satisfaction with both the speed of response and the outcome of any concern or complaint.