



## Queenswood School

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### COMPLAINTS PROCEDURE

#### **Initial Concerns**

If parents have any concerns or complaints regarding their child's progress, happiness or security or if they feel that there are issues concerning the School's role in fulfilling its duties academically or in the implementation of its policies, the first course of action is to discuss these concerns with the Class Teacher and/or the Headteacher. The concerns will be investigated fully.

#### **Complaints in Writing**

If parents then feel that their concerns have not been dealt with effectively, they may be put in writing and a formal complaint made; further detailed investigation will then be made by the Senior management team and they will reply in writing.

#### **Referral to a Consultative Panel**

If parents are not satisfied with the outcome of the written complaint and ensuing investigation, they may request that the matter be referred to a consultative panel.

This panel will consist of at least three people (none of whom should be detailed in the complaint and one of whom should be independent of the management of the School). A time-scale will be set for a panel meeting (not less than one week and not more than four weeks from the date of the referral, depending on the evidence needed etc.).

Parents will be given details of date of this meeting and the names of the people on the panel. They will be informed that they may attend this meeting and be accompanied if they wish.

The panel will make its findings and recommendations in writing this will be circulated to the complainant and management of the School and, where relevant, the person who is the subject of the complaint. *These are consultative and not legislative steps, but the management would take very serious consideration of their content and substance.*

#### **Records**

Records are kept of all written complaints, together with details highlighting the stage/s at which the complaint was resolved.

All other correspondence/statements/records are to be kept strictly confidential.

#### **School's Duty to Report Complaints to Parents**

The School is bound to provide parents of existing pupils and of prospective parents' details of this procedure and the number of complaints registered under formal complaints procedure during the preceding year.