

# Arbor Preparatory School



## Policy on Complaints

### **1 Introduction**

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

### **2 Aims and objectives**

- 2.1 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. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **3 The complaints process**

- 3.1 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. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents or carers feel 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 headteacher who will see them within 7 days. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Should any parents or carers have a complaint about the headteacher, they should first make an informal approach to the Company Board, who is obliged to investigate it. The Company Board will do all it can to resolve the issue through a dialogue with the school and parents
- 3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Company Board. This complaint must 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 Company Board.
- 3.5 The Company Board must consider all written complaints within three weeks of receipt. The board will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

3.6 After hearing all the evidence, the Company Board will consider the decision and inform the parent about it in writing. The Company Board does all it can at this stage to resolve the complaint to the parent's satisfaction.

3.7 All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

#### **4 Monitoring and review**

4.1 The Management Team monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how and at what stage they were resolved.

4.2 The Management Team take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.

4.3 This policy will be reviewed every two years, or before if necessary.

Signed:

Date: 1<sup>st</sup> December 2009