



SILVER CREST SCHOOL

**Policy**

**On**

**Complaints**

**June 2020**

**Character & Excellence**



## **1. Title: Complaints Policy**

## **2. Introduction**

We strive to provide good education for all our children. The Head of School and staff work very hard to build positive relationships with all parents and caregivers. However, if parents or caregivers are unhappy with the education that their child (ren) is/are receiving, or have any concerns relating to the school, we encourage them to speak up. They can talk to the child(ren)'s teacher(s) immediately. We always seek to resolve any concerns as quickly as possible, in the best interest of the child. In the vast majority of such cases, issues can be resolved to the satisfaction of parents and care-givers without recourse to formal procedures.

## **3. Purpose**

To ensure processes through which parents and caregivers can exercise their right to complain about aspects of the school's policy or practice if they have concerns which have not been resolved through the normal channels of communication.

## **4. Aims and Objectives**

The aims of this policy are to:

- assure all parents that we will consider all complaints seriously;
- set out how we will manage the complaints process;
- make clear the roles and responsibilities of staff in responding to any complaints;
- provide information to parents and caregivers if they wish to make a complaint;
- give parents/caregivers, teachers and pupils the opportunity to air their complaints.

## **5. Scope**

The policy applies to all matters relating to the actions of staff and the application of school procedures, where they affect the individual pupil. Where it becomes evident at an early stage that the nature of the complaint should be dealt with according to other established policies, this complaints policy would be set aside in favour of the alternative policy such as Child Protection, Special Education Needs, Admissions or Discipline. The school will not deal with anonymous complaints and therefore this policy does not provide for a resolution of anonymous complaints except for the referral of child protection concerns within the scope of the policy.



## 6. Key Measures

### 6.1 The Complaints Process

- All teachers work very hard to ensure that each pupil 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 pupil's progress
- 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(ren)'s teacher(s). Most matters of concern should be resolved positively and informally within 48 hours.
- Where parents or caregivers 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 Head of School. The Head of School considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- If an informal complaint fails to resolve the matter, a formal complaint to the HOS of Silver Crest School is logged. This must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The HOS of Silver Crest School tries all within her power to resolve the matter.
- If this fails, a letter of complaint can be sent to the School's Complaint Panel consisting of at least three people, who are not directly involved in the matter. One member of this panel must be independent of the management and running of the school. The Complaint Panel will investigate the issue to ensure that the initial stages have been followed appropriately and the school has responded properly to the complaint at these stages.
- The Complaint Panel will consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint and will invite the person making it attend the meeting so that he/she can explain the complaint in more detail. The school gives the complainant at least five days' notice of the meeting, and the opportunity to submit further information in writing if they so wish. The parent/caregivers may take a friend, representative or interpreter with them to the meeting if they so wish.
- After hearing the complaint and all the evidence, the Complaint Panel may ask questions to clarify any issues. They will also hear from the Head of School who will present the school's position and will question him/her about this. The Complaint Panel will then consider their decision and inform the parent about it in writing. The Complaint Panel will do all they can at this stage to resolve the complaint to the parent's satisfaction.
- Whether the issues are resolved through the formal procedure or panel hearing, the school adopts the actions proffered by these procedures.
- The School provides findings and recommendations of the panel to the complainant and where relevant to the person complained about.



- The school provides correspondence, statements and records relating to the individual complaint and is kept confidential except where legal requirements are needed.
- The Customer care unit logs all complaints received by the school. The Quality Assurance and Control department (if available) examines this log regularly and compiles these logs annually.
- This policy is made available to all parents and caregivers, so that they can be properly informed about the complaints process.

## **7. Roles and Responsibilities**

- i. Head of School: resolves the complaint within 48 hours
- ii. Customer care: logs complaints immediately
- iii. HOS: receive formal complaints
- iv. Panel: hears complaints unresolved by HOS

## **8. Monitoring and Review**

The Quality Assurance and Control Department as well as the Head of School monitors the complaints policy, in order to ensure that all complaints are handled properly.

This policy will be due for review in June 2023 or sooner if necessary by the school's Management

**Character & Excellence**