



***Our core purpose is that every young person should gain as much as possible from our school, based on our belief that all learners can, need and want to achieve.***

## **Complaints Procedure**

As part of our commitment to be an institution with the highest standards across all areas of the school, we acknowledge that parents, teachers and pupils may, on occasion, have concerns that need to be acknowledged and resolved. We believe that all stakeholders have a right to voice their concerns and that it is the responsibility of the school to ensure that concerns are dealt with effectively before they become complaints. Where there are genuine complaints the following procedure will apply:

### **Stage 1**

- Complaint heard by any member of staff who must ensure that his/her immediate line manager has been informed both of the complaint and of the outcome.

***This should be complete within 1 week of the complaint being lodged.***

### **Stage 2**

If the complaint is not resolved then the complaint must be handed to the Head of School who:

- Head of School acknowledges receipt of the complaint;
- Writes to complainant with outcome of the investigation;
- Ensures that all interested parties are informed;
- Offer escalation to stage 3 if complainant is still dissatisfied.

***This should be complete within 1 week of the complaint being lodged.***

### **Stage 3**

Complaint heard by the Chair of Governors:

- Chair of Governors acknowledges receipt of complaint;
- Chair writes to complainant with outcome of the investigation;
- Chair ensures that all interested parties are informed of outcome;
- Chair offers escalation to stage 4 if dissatisfied.

***This should be complete within 1 week of the complaint being lodged.***

### **Stage 4**

- Complaint is referred to the SEC whose findings will be referred back to the school.
- Complainants can be reassured that all communications relating to complaints, whether verbal or written, will be treated in the strictest confidence.