



COMPLAINTS POLICY

We aim to provide a good service to all our children. We work closely with our parents / carers to solve any problems co-operatively

We always value comments and constructive criticism

Stage 1

- In the first instance we will endeavour to resolve any problems informally. Either in person, via e mail or via the telephone.
- If this fails the complaint should be made in writing to the relevant Head of Department. A written concern will be replied to as soon as possible but certainly within 3 working days in term time.
- Nicola Gane and Elizabeth Brown are joint principals. Nicola Gane is the Head of the Nursery Department and Elizabeth Brown is the Headteacher.

Stage 2

- If the complaint is not settled to the satisfaction of the parent, it should be addressed, in writing, to the other Head of Department. The complaint will be considered objectively and every effort made to resolve the problem within 7 working days.
- Most concerns/complaints should be resolved informally at stage 1 or 2.

Stage 3

- If the matter is not concluded at this stage a meeting will be arranged with both principals, the parent (and a friend of the parent if required). An agreed written record of this discussion will be made. All parties present will sign and receive a copy.
- This signed record will signify that the procedure has concluded.

Stage 4

- If satisfaction is not gained at this stage, the parent may request that the complaint be considered for resolution by a panel of three people. This will comprise two representatives from the school and one independent member, not employed by or connected to the school (the mediator). This will take place within 2 weeks.
- The parent may bring a friend or representative to the meeting.

A record of this meeting, including the decision or the action to be taken will be made. All parties present at the meeting will sign and receive a copy. This signed record will signify that the procedure has concluded.

Ratification Date:	October 2015	Signed: Elizabeth Brown/Nicola Gane/Katherine Croucher (SENIOR LEADERSHIP TEAM)
Review date:	July 2016 (earlier if required)	Signed: Elizabeth Brown/Nicola Gane/Katherine Croucher (SENIOR LEADERSHIP TEAM)
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