



Complaints Handling Procedure

1. Written Complaints Procedure

- The school maintains a formal written procedure for complaints.
 - Complaints can be submitted online, by phone, or in person.
 - Parent Engagement Staff members assist parents in completing the complaint form for phone or in-person submissions.
 - The procedure is accessible on the website and communicated during registration.
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2. Timescales

- Complaints are addressed within three school days.
 - Clear deadlines ensure prompt resolution.
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3. Initial Informal Resolution

- Stakeholders are encouraged to raise issues directly with:
 - Relevant staff member
 - Head of Department
 - Head of School
 - Purpose: prompt attention and relationship preservation.
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4. Formal Complaint Procedure

- If informal resolution fails:
 1. Parents submit a standard complaint form.
 2. The complaint is logged in the Complaints Log.
 3. SLT member investigates:
 - Early Years/Junior School: Head of Junior School
 - Senior School: Head of Senior School
 - School Services/Administration: Deputy Head of Administration
 4. Outcome is documented in the Complaints Log.
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5. Escalation and Appeal

- If dissatisfaction continues:
 - Complaint escalated to remaining SLT members for a formal panel.
 - Panel includes:
 - Neutral SLT member (not involved in complaint)
 - Independent member (usually Parent Engagement Staff)
 - Parents can attend and be accompanied.



6. Panel Findings and Documentation

- Panel issues findings and recommendations based on evidence.
- Written record is provided to:
 - Complainant
 - Person complained about (if relevant)
- All complaints are logged with outcomes and actions.

7. Confidentiality

- Complaint records are confidential, except when legal requirements allow access.
- Access to Complaints Log limited to:
 - Heads of School
 - Administration
 - Exams staff

8. Monitoring and Continuous Improvement

- Unresolved or “Unsatisfied” cases are archived and reviewed.
- Head of Administration ensures:
 - Prompt investigation
 - Follow-up
 - Monitoring for trends or recurring issues

Operational Notes

- Phone complaints: assigned Parent Engagement Staff member logs complaint online.
 - In-person complaints: assigned Parent Engagement Staff member documents complaint in online form.
 - All complaints tracked until closure or escalation.
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