



COMPLAINTS PROCEDURE POLICY (PARENTS)

Adopted: Spring 2013

Amended: Spring 2017

To be reviewed: Spring 2019

INTRODUCTION

- In this school, all staff are dedicated to giving all pupils the best possible education and caring for their health, safety and welfare at all times. We are committed to working closely with parents and believe that the school and parents should work in partnership, each carrying out their particular responsibilities to help the pupils gain the most from their time at school.
- If you feel that something is not going quite as you would like it, we are doing something you are unhappy with or not doing something you feel we should, this should not be classed as a complaint; **please speak to us about it.**

Step 1

- In the first instance, if you are unhappy with anything about the school, please discuss your concern with your child's class teacher or the particular teacher most closely concerned. This can be achieved by booking an appointment with the teacher, either through calling the school in advance or by requesting a meeting via the home school communication book. Please specify the reason for your appointment in your communication. At the meeting, the teacher will formally note your concern and immediately strive to resolve the situation.
- We would hope that most concerns can be resolved this way. The teacher will not only try to address your concern but will report the matter to the Head so that he/she is aware of your concern and what is being done about it.
- Should the matter not be satisfactorily resolved, or procedures implemented for its resolution have not commenced within 10 working days, then step 2 should apply.

Step 2

- If your concern cannot be resolved by the teacher or you feel that the situation has not been properly addressed, please make an appointment (as above) to request a meeting with a member of the Senior Leadership team (SLT). If after this meeting, the situation is unchanged within 10 working days, then step 3 applies.

Step 3

- Very occasionally, it may be that your concern cannot be resolved by the teacher or SLT member, or you may feel that the situation has not changed. If this is the case, you should write a letter or email to the school office (office@sharmbritishschool.com) and request a meeting with the Headteacher, giving details of your concerns.
- In our experience, matters can be sorted out satisfactorily by this step.
- Again, the time scale referred to in steps 1 and 2 applies from the date of contact with the Headteacher.

Taking Matters Further

- We would expect most, if not all, concerns to have been resolved through the stages described so far in this document. However, in exceptional circumstances, this may not be the case and you may wish to pursue the matter further and more formally.
- Matters relating to the internal management and organisation of the school and other such matters would normally be raised with the Board of Directors. In this situation the following procedures apply:-

Please set out your concern in writing, and either hand it in to the school office or send it by email to the Board of Directors (board@sharmbritishschool.com), with a copy to office@sharmbritishschool.com, in order for the office manager to follow up and ensure that the email has been received by the Board.

The Board will then meet formally to consider your complaint. They may invite you to come along and discuss what has been written down and they may invite other people to give their point of view on what you have said. The Board meets regularly, but in exceptional circumstances, an extraordinary meeting may be convened.

The Board will then make a decision in the light of all the information to hand. Their decision is final.

- The Board may, on receipt of your complaint, ask someone to investigate what you have said. A third party will be co-opted to act in this capacity and must be wholly independent of the school. In particularly serious matters, this investigation would result in the completion of a report. You, the Headteacher, the Board and any other party involved will receive a copy of the report prior to their meeting to discuss the matter. Such a meeting would be chaired by a nominated lawyer. It would be his/her remit to act as arbitrator in an effort to bring these matters to a satisfactory conclusion.
- It is hoped that this meeting with the lawyer could be arranged within seven working days.

Parent(s) are welcome to attend this hearing and to be accompanied should they wish to be so. A confidential written record of all such complaints is available for scrutiny and will be kept by the school for three years.