

# Complaints Procedure For Parents

All concerns or complaints regarding safeguarding are dealt with by the School's Senior Staff Member responsible for the protection of children and separate procedures are in place for this process. The School's Safeguarding Officer is Mrs Caroline Harding-Jack.

The School's Complaints Officer is the Headmaster's Professional Assistant. The Complaints Officer will consider the nature of all non-safeguarding issues and conclude if these should be addressed as matters of concern or complaint. Concerns will be acknowledged and usually dealt with by the Personal Tutor. In circumstances where parents disagree with the decision of the Complaints Officer and wish to follow the School's Complaints Procedure, the matter will be referred to the Clerk to the Governors for further consideration. Under these circumstances, the Clerk's decision as to whether the issue should be dealt with as a concern or complaint will be final.

In the event of a complaint, there are three pathways which can be followed as a course of redress:-

Parental Complaint Regarding:-



A Teacher



Meeting with the Teacher to try and resolve satisfactorily



Failure to resolve, complaint will be escalated to a Deputy Head whose decision will be final and which will be confirmed in writing

Parental Complaint Regarding:-



A Deputy Head



Meeting with the Deputy Head to try and resolve satisfactorily



Failure to resolve, complaint will be escalated to the Head whose decision will be final and which will be confirmed in writing

Parental Complaint Regarding:-



The Headmaster



Meeting with the Head to try and resolve satisfactorily



Failure to resolve, complaint will be escalated to the Chairman of Governors whose decision will be final and will be confirmed in writing

**Please note: complaints must be received in writing addressed to the Complaints Officer – no emails will be accepted**

**In the event of a complaint being made, every effort will be made to achieve a satisfactory outcome for all parties concerned.**