



REGENT PRIMARY SCHOOL

Complaints Policy

Reviewed by Registrar: August 2022

Previous Review: August 2020

Approved by the Board:

AIMS

The aim of this policy is to provide a clear understanding of how concerns from parents or members of the public can be raised with the school. It sets out how to start the process, who to contact and how to escalate the query if required. It also explains how these matters will be addressed.

POLICY STATEMENT

At The Regent School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise that sometimes things can go wrong and parents, guardian and members of the public may need to make a complaint or raise concerns they have with the school. This policy tells you what to do if this happens.

GUIDANCE

The handling of all complaints will take place under the overall jurisdiction of the Headmaster. If the Headmaster is the subject of the complaint, the complaint should be made direct to the Proprietress.

Most complaints can be **resolved informally** and quickly by discussion with the member of staff concerned, the relevant Head of Department, Senior Teacher or the Headmaster. The Parent or Guardian should make an appointment to discuss their concerns with the member of staff who knows about the issue or incident. If the complaint relates to a pupil, ideally the member of staff concerned should be one who is directly involved with the pupil; in the first instance, this would be the class teacher, depending on the nature of the concern.

In the event that a matter cannot be resolved informally then the following procedures should be utilised-

FORMAL STAGE

There are three formal stages:

Stage 1 - Involvement of Head of Department

If the parent remains dissatisfied after the informal stage, they, or the member of staff, can refer the matter to the Head of the Department in writing, as this will assist in making the situation clear to all involved parties. It may also allow the Head of Department to conduct preliminary investigations with other pupils or staff and so shorten the overall time it takes to resolve the complaint.

The Head of Department will first offer a meeting with the parent or other complainant at a mutually convenient time to discuss and clarify the issues.

If the issue is complex then, after the initial meeting, the Head of Department may need to speak to other staff and pupils to investigate the concerns. The Head of Department should give a timescale for when such investigations will be completed.

At a follow-up meeting, all parties will agree an acceptable outcome that is to the satisfaction of all involved. This should be written down and subsequently distributed to all parties.

Stage 2 - Involvement of Headmaster/Senior Teacher

After meeting with the Head of Department, if the complaint is still not resolved to the complainant's satisfaction, the complaint can be referred in writing to the Headmaster/Senior Teacher, at the school address.

The Headmaster/Senior Teacher will offer to meet with the parent/ guardian or other complainant, at a mutually convenient time.

Following investigation, the Headmaster/Senior Teacher will convene a further meeting with the complainant and give his decision and ruling on the matter, which will include an explanation of the reasons for the ruling.

Stage 3 - Involvement of the Proprietress

If after the above procedures have been followed and no satisfactory outcome achieved, the matter may be referred in writing to the Proprietress. The Proprietress will follow the steps detailed in 2 above (Involvement of the Headmaster/Senior Teacher).

Expiration of Complaint

If the involvement of the Proprietress equally brings no satisfactory resolution, the Proprietress, as Owner of the School, has the authority to determine that all reasonable steps have been taken by the school to resolve the complaint and to declare the matter closed or to take such other action as she sees fit.

Age of the Complaint

The school will not investigate complaints made more than one calendar month after the alleged incident took place.

Manner of Complaining

The Regent School has a zero-tolerance policy towards the use of aggression, physical and verbal abuse and all forms threatening behaviour by parents or visitors.

The School will decline to investigate any complaint that is made using such behaviour.