



## Complaint Policy

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0.1	Complaint Policy	Final	SLT	Principal/Vice Principal	March 2022	August 2024
	Regional Director		Principal			Vice Principal
	Head of Foundation Stage		Head of Primary			Head of Secondary

## What is the purpose of this policy?

In Newlands school we have created a complaints policy that clarifies the complaints procedures so that all parents, students and teachers are made aware of how we will deal any complaints, to ensure that the school benefits from the process, as well as seeking to ensure parent satisfaction.

We look forward to receiving concerns as soon as possible after any incident so that we can swiftly address the concern. It is difficult for us to investigate a concern if there is too long a time gap between incident and reporting. We therefore do encourage parents to let us know about concerns and we appreciate the assistance we get from parents in addressing issues of concern.

## Step 1: Informal Stage 1 – first meeting

**(During these meetings we advise staff and parents not to include pupils at this stage of the process)**

- Please tell your child's class teacher about your concern. This is usually the best and quickest way of resolving any issues.
- It is recommended that you make an appointment to speak to the class teacher as soon as possible as this will give both parties the opportunity to talk about the issue in an appropriate manner and without being interrupted.
- It is important to recognise that schools are busy organisations and it may not be possible to offer an appointment straight away.
- The purpose of the meeting should be to establish the nature of the concern and to seek a realistic resolution to the problem.
- The class teacher will make a brief written record of the concern raised and any actions agreed.

## Step 2: Informal Stage 2

In case a parent is unsatisfied with the outcome from the stage one meeting they can request for a meeting with a member of the SLT (Head of FS, Head of Primary, Head of Secondary).

- This meeting will be to discuss your concern and also to discuss what happened in Stage1 and any actions taken by the homeroom teacher.
- We are concerned to resolve your concern quickly, however during this stage we might need more time to investigate and know in details what happened in stage one.
- We welcome your suggestions for resolving your concern and we will study it and apply it if possible.
- SLT will make a brief written record about the concern discussed and send it to the parents.
- We might forward it to the head office in case this is needed to resolve the issue.

In case your concern wasn't resolved as needed then you might need to go for the following steps.

## Step 3: Formal Complaint

In case you weren't happy and satisfied with the outcomes from stage one and two, we advise you to go for the formal complaints and write an official letter to the Principal/Vice Principal. While writing to the Principal/Vice Principal, please consider the following:

1. Your letter should be clear and brief.
2. Please use the form attached to fill all the needed information.
3. Your letter should set out clearly the concern which has been previously discussed and why you feel that the issue is unresolved.

After receiving your complaint letter, the Principal will proceed with the following:

- Write what was the concern and what is resolved until now.
- Meet you for more clarifications.
- Meet the concerned parties.
- Write down a record of all the questions and answers of all parties.

We will find the best solution keeping in mind that we might offer the following:

1. An apology or explanation.
2. An assurance that the even complained of will not recur.
3. An explanation of the steps that have been taken to ensure that it will not happen again.
4. An undertaking to review policies in light of the complaint.

After reviewing and write a record of what happen, and the action was taken we will get back to you within 15 working days to inform you with the action we took.

Record of Meeting with Parent/Caregiver	
Date & Time	Child Name:
Homeroom Teacher:	Child Year and Section:
Parents/caregiver name:	Relationship to child:
Meeting attended by:	
Reason for Meeting:	
Issue Raised:	

Key points of the Meeting:	
Action taken:	Time completed:
Parent Signature:	Teacher Signature
Meeting Requester by:	

<b>Formal Complaint Form</b>	
Your Name:	Pupil Name:
Relationship to pupil:	Phone Number:
Email:	Today's Date:
Please give details of your complaint:	

What action have you already taken?

What actions do you feel we might take to resolve your concern?

### For School Use Only

Date Received:

By Whom:

Complaint referred to:

Feedback from parents following 15 working days;