

MEADOW HALL COMPLAINT POLICY

INTRODUCTION

We strive to provide good education for all our children. The head teacher and staff work very hard to build positive relationships with all parents and carers. However, if parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to speak up and register their complaint in the complaint log at the Customer Care Unit. They can talk to the child's class teacher immediately. We always seek to resolve any concerns as quickly as possible, in the best interest of the child.

In the vast majority of such cases, issues can be resolved to the satisfaction of parents and carers without recourse to formal procedures. Where issues are unresolved, the school provides the opportunity for formal procedures to be explored including the use of people independent of the management.

THE COMPLAINTS PROCESS

- All teachers work very hard to ensure that each child is happy at school, and are making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- If a parent is concerned about anything to do with the education that we are providing at our school, he/she should in the first instance, register his/her complaint with the Customer Care Unit and discuss the matter with the child's class teacher. In our experience, most matters of concern can be resolved positively and informally within 48 hours.
- Where a parent or carer feels that a situation has not been resolved through contact with the class teacher, or that his/her concern is of a sufficiently serious nature, he/she should make an appointment to discuss it with the Head Teacher.
- The Head Teacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- If an informal complaint fails to resolve the matter, a formal complaint to the Chief Executive Officer of Meadow Hall Group is logged. This must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The Chief Executive Officer of Meadow Hall Group tries all within her power to resolve the matter.
- If this fails, a letter of complaint can be sent to the School's Complaint Panel consisting of at least three people, who are not directly involved in the matter. One member of this panel must be independent of the management and running of the school. The Complaint Panel will investigate the issue to ensure that the initial stages have been followed appropriately and the school has responded properly to the complaint at these stages.
- The Complaint Panel will consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that he/she can explain the complaint in more detail. The school gives the complainant at least five days' notice of the meeting, and the opportunity to submit further information in writing if they so wish. The parent

or carer may take a friend, representative or interpreter with them to the meeting if they so wish.

- After hearing the complaint and all the evidence, the Complaint Panel may ask questions to clarify any issues. They will also hear from the Head Teacher who will present the school's position and will question him/her about this. The Complaint Panel will then consider their decision and inform the parent about it in writing. The Complaint Panel will do all they can at this stage to resolve the complaint to the parent's satisfaction.
- Whether the issues are resolved through formal procedure or panel hearing, the school adopts the actions proffered by these procedures.
- The school provides findings and recommendations of the panel to the complainant and where relevant to the person complained about.
- The school provides correspondence, statements and records relating to the individual complaint and are kept confidential except where legal requirements are needed.
- The Customer Care Unit logs all complaints received by the school, and records how they were resolved. The Quality Assurance and Control Department examines this log periodically.
- This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.

MONITORING AND REVIEW

The Quality Assurance and Control Department as well as all Head Teachers and the Executive Director Academic Affairs monitor the complaints procedure, in order to ensure that all complaints are handled properly.

Any amendment to this policy will be made if and when necessary by the School's Education Leaderships Team (SLT).