



Grenville Schools

COMPLAINTS POLICY

Introduction

At Grenville School, we all work very hard to build positive relationships with all parents. We aim to deal with issues and problems before they become official 'complaints'.

However if necessary, there is a clear procedure to follow and the steps are outlined in this document.

If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them in the first instance to talk to the child's class teacher immediately. There is no doubt that if a concern is shared with the class teacher they can either reassure worried parents or devise steps to take to address the concern together. Parents should never worry about sharing their concerns with the class teacher. Depending on the nature of the concern, confidentiality will be upheld as far as it is possible to solve the issue. They will always be taken seriously and due consideration is given to a mutually agreeable resolution.

We promise we will always be fair, open and honest when dealing with any complaint and to deal with them as swiftly as possible. Our focus will always be on the child and what is best for them. The complaints process is as follows:

Stage 1

Informal expression of concern made to the school

In the first instance, the matter should be discussed with the child's class teacher. In our experience, most matters of concern can be resolved positively in this way with apologies where necessary. Members of the school's senior leadership may be involved at this stage if required.

Stage 2

Discussion with the sectional head

We expect most complaints to be resolved by this stage. However, if the matter has not been resolved and needs further investigation parents must make an appointment with the Principal, who will need time to fully investigate the matter and will respond within 3-5 business days.

Stage 3

Principal/Management

Complaints rarely reach this formal level but should you need to you should make a formal complaint to the Principal. Complaints at this stage should be written and received within 3-5 business days of the sectional head's feedback. Your letter should be addressed to the Principal and marked "private and confidential". The letter should say why you remain unhappy and what you wish to see happen. The Principal will let you know when your complaint is to be considered. If a meeting with you and others involved is considered necessary you will be given adequate notice to prepare. You will be informed of the outcome of the Principal's investigation and decision on what further action will be taken within 3-5 business days.

Complaint about the Principal

If parents have a complaint about the Principal, they should first make an informal approach to the Director of Studies who is then obliged to investigate it.

The DOS will do all they can to resolve the issue through a dialogue with the parent, but if they remain unhappy with the outcome, they can make a formal complaint to the board of Directors.

Anonymous complaint

If an anonymous complaint is received it will not be investigated under this procedure unless there are exceptional circumstances such as serious concerns about child protection issues or bullying allegations, where the school might institute immediate investigation by selected members of staff.

Investigating complaints

The person investigating the complaint will:

1. Establish what has happened so far and who has been involved.
2. Clarify the nature of the complaint and what remains unresolved.
3. Meet with the complainant or contact them if further information is required
4. Clarify what the complainant feels would put things right.
5. Conduct any interviews with an open mind and be prepared to persist in the questioning.
6. Complete all the necessary notes for submission to the committee

Resolving complaints

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Resolving complaints

At each stage in the complaint process the school and complainant will identify ways in which the complaint can be resolved. It might be sufficient also to acknowledge that the

complaint is valid in whole or in part. In addition it may be appropriate to offer one or more of the following:

An apology;

- *An admission that the situation could have been handled differently or better;
- Assurance that the event that was the basis of the complaint will not recur;
- Explanation of the steps that have been taken to ensure it does not happen again.
- Details of any disciplinary procedures that have taken place as a result of the complaint
- An undertaking to review school policy or procedure in light of the complaint;
- An explanation that there is insufficient evidence and thus the complaint cannot be upheld;
- An explanation that, following investigation, the evidence does not substantiate the concern.

**It should be noted that an admission that the school could have handled things differently is not the same as an admission of negligence

Monitoring and review

The Director of studies will monitor the complaints procedure, in order to ensure that all complaints are handled properly.