

Trewirgie Infants' School

PARENTAL COMPLAINTS POLICY

Introduction

Trewirgie Infants' School prides itself on the quality of the teaching and care provided to its pupils.

This Complaints Policy has been drafted having regard to the Education (Independent School Standards) (England) Regulations 2010

The majority of issues raised by parents or carers are concerns rather than complaints and the school is committed to taking concerns seriously, at the earliest stage.

However, in any instance where a parent or carer doesn't feel a concern has been addressed, then the school's formal Complaints Policy should be used to resolve the complaint as fairly and speedily as possible.

The following details outline the stages that can be used to resolve parental complaints.

Stage 1 – Informal Resolution

- A concern is raised informally with an appropriate member of staff. If the complainant remains unsatisfied, the complaint can be referred under Stage 2.

Stage 2 – Formal Resolution

- The Headteacher receives a formal written complaint. If the complainant remains unsatisfied the complaint can be referred under Stage 3.

Stage 3 – Investigation by Chair of Governors

- The Chair of Governors hears details of the complaint and arranges a further investigation.

Policy adopted: July 2011