

## Complaints Policy

### How to make a complaint:

You can make a complaint in two ways, by e-mailing the school or by phone call.

We view complaints as an opportunity to learn and improve for the future as well as a chance to put things right for the person that has made the complaint.

### Complaints Procedure:

Written complaint may be sent by email to [info@walesschool.com](mailto:info@walesschool.com) or to the receptionist

Verbal complaint may be made by phone to admin staff

The person who received the phone call needs to:

- Take the complainant's name, mobile number
- Note down the relationship of the complainant to student
- Note down the complaint
- The complaint form should be passed to the principal who will give it to the person responsible to investigate and take action
- complainants should receive a definitive reply within one week and describe the action taken

### Stage 1: Informal Resolution

It is hoped that most complaints and concerns are resolved quickly and informally.

If parents have a concern they should contact the appropriate member of staff – the class teacher, the subject teacher or the form tutor by or as a note in the student planner. Teaching staff do not have access to a telephone in their classrooms but will respond to the parent's communication as soon as possible.

Depending upon the nature of the concern it may be necessary to involve the Head of School who may deem it appropriate to deal with it personally.



The member of staff concerned will make a written record of all concerns and complaints and the date on which they were received. A copy of all documentation will be placed in the student's personal file.

In the event that the matter is not resolved within two weeks then parents will be advised to proceed with their complaint to stage 2 of this procedure.

### **Stage 2: Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal. After considering the complaint, the vice Principal will decide the appropriate course of action.

The Principal will meet with the parents within two days of receiving the complaint. If possible a resolution will be reached at this stage.

It may be necessary for the Principal to carry out further investigations. The Principal will keep written records of all meetings and interviews held in relation to the complaint. Once all the relevant facts have been established a decision will be made and the parents notified in writing of the outcome. The Principal will also give reasons for her decision.

If the complaint cannot be resolved satisfactorily the parents may request the complaint to be heard by the Principal before proceeding to Stage 3.

### **Stage 3: Governor Panel Hearing**

If parents seek to proceed to Stage 3 a meeting will be arranged with the Complaints Panel. The Panel will consist of at least three members and upon receiving the complaint will convene to schedule a hearing within 10 days. The panel will decide if further investigation is necessary to reach a decision. Recommendations may also be made by the panel. The Panel will write to the parents with the decision and recommendations within seven days of the hearing.

### **Stage 4: ADEK**

If parents seek to further their grievance after The Panel hearing, ADEK will be informed and asked for advice on how to resolve the case.

### **Stage 5: Non-registration**

Finally, if after ADEK and The Panel hearing are unsuccessful, the parents will be asked to move their child to another school.