



## **A Policy for Complaints**

Parents are always very welcome at The Shrubbery School to make appointments with class teachers, Head Teacher Mrs Atkins, and Deputy Head Mrs Duckworth. Appointments for mutually convenient times can be arranged with the school office in person or by telephone.

We invite contact with parents and see the education of your children as a joint venture between home and school.

If you do have a complaint rather than a query the following complaints procedure is open to you.

### **Informal Complaints**

These can be made to class teachers and staff will liaise with parents to reach a conclusion within 48 hours.

### **Formal Complaints**

If parents feel an informal complaint has not been dealt with in a satisfactory way then a formal complaint should be made in writing or in person to the Head Teacher or to the Deputy Head.

Once again complaints should be resolved within 48 hours of the formal complaint being made.

## Unsatisfactory Conclusions

If parents feel a formal complaint about an event, a procedure or a member of staff has not been dealt with in a fair unbiased way by the Head or Deputy then the following route is open to them:

A formal letter of complaint can now be addressed to the proprietors of The Shrubbery School, Mr E Allen and the executors of the estate of Mr P Terry, requesting that an independent panel is convened to discuss and resolve the issue. The independent panel is made up of three people independent of the running and management of the school entrusted with dealing fairly with any serious complaint.

The Shrubbery School has three such people ready to act in this capacity should the need arise. They will not have been directly involved in any stage of the complaints procedure until this stage.

At the meeting of this panel parents will be invited to attend with, if they wish, a representative of their choice. There will be a clear timescale provided e.g. giving plenty of notice for the convening of the panel meeting. Parents will also be clearly given a timescale for any events that follow as recommendations from the panel.

All participants in the complaints procedure will receive written copies of the panel's recommendations following the hearing of the formal complaint. They will ensure that parents, staff involved, proprietors and Head and Deputy receive copies of their findings and recommendations.

## **Records of Complaints**

Records of any complaints informal or formal and how they are resolved must be recorded in writing.

Copies of such complaints and recommendations remain confidential but must be made available to Ofsted and for any School Registration procedure. This ensures the school is dealing with issues fairly.

1 formal complaint was received this academic year (2016-2017)

Policy: December 2017

Reviewed annually or in light of new legislation.

For Review December 2018